

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED
TIRUPATI

On this the 12th day of August 2013

In C.G.No: 97/ 2013-14/ Ongole Circle

Present

Sri K. Paul
Sri A. Venugopal
Sri T. Rajeswara Rao
Sri A. Satish Kumar

Chairperson
Member (Accounts)
Member (Legal)
Member (Consumer Affairs)

Between

Sri. Dornala Koteswara Reddy
C/o DVS Reddy
Dno:27/11/3, Nandipalem,
Podili Village, Post & Mandal,
Prakasam-Dist-523240

Complainant

And

1. Assistant Engineer/Operation/Podili
2. Assistant Divisional Engineer/Operation/Podili
3. Divisional Engineer/Operation/Kanigiri
4. Superintending Engineer/Operation/Ongole

Respondents

Sri. Dornala Koteswara Reddy, C/o DVS Reddy resident of Dno:27/11/3, Nandipalem, Podili Village, Post & Mandal, Prakasam-Dist-523240 herein called the complainant, in his complaint dt:20-06-2013 filed in the Forum on dt:20-06-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. He is an agl. consumer under SS-4 of Kambalapadu distribution in Podili village & Mandal of Prakasam-Dist.
2. The transformer at Nadipalem under Kambalapadu feeder is in un safe condition and the wiring system is completely damaged.

3. The service wire is run over telephone posts and requested for erection of one number pole.

Notices were served upon the respondents duly enclosing a copy of complaint.

The respondent-3, i.e. the Assistant Divisional Engineer/Operation/ Podili in his written submissions dt: 12-07-2013, received in this office on 24-07-2013 stated that:

1. Rectified the wiring system of distribution transformer of Nandipalem village of Podili section. We have proposed one additional distribution transformer to give relief to the above said transformer.

Findings of the Forum:

1. The grievance of the complainant comprises of two items out of which the first one is about the bad condition of LT wiring for SS-4 transformer at Kambalapadu and the second one is about erection of one number pole to remove the service wires run over telephone posts.
2. The respondent-2 i.e. the ADE/Opn/Podili replied that the wiring system of distribution transformer of Nadipalem village of Podili section was rectified and one number additional transformer was proposed to give load relief on the above said transformer.
3. The respondents resolved the first grievance of the complainant by rectifying the wiring system of the distribution transformer, but they did not make a mention of erecting pole to shift the existing line taken support of Telephone posts.
4. It is the responsibility of the respondents to provide standard lines to the consumers by collecting suitable and necessary amounts from the prospective consumers towards service line charges where ever necessary before releasing of the services. It appears that the said service was released with

long barrel or otherwise the consumer should have shifted the point of supply in view of drying up of bore or for some other reason.

5. But herein this case it was not done so and the respondents at least now shall lay lines to the standards to extend supply to the already existing consumers at their own cost and shall not insist upon for payment from the consumer side at a later date.
6. As such the respondents shall erect poles suitably and shift the line from the existing telephone posts to avoid probable electrical accidents.

In view of the above, the Forum passed the following order.

ORDER

The respondents are directed that they shall provide poles suitably to remove the LT lines from existing telephone posts by collecting necessary amounts from the consumer duly allowing the standard service wire distance of 100 feet from the LT network to the supply point.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 12th day of August 2013.

Sd/-
Member (Legal)

Sd/-
Member (C.A)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents

Copy submitted to the Honourable Ombudsman, APERC, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.