

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

On this the 25th day of June 2014

In C.G.No:03/ 2014-15/Kadapa Circle

Present

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

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

Between

Smt. S.Mahaboob Bee
Neelakantrao pet - Village
Neelakantrao pet – Post
Ramapuram Mandal,
Kadapa-Dist.

Complainant

And

1. Assistant Engineer/Operation/Ramapuram
2. Assistant Divisional Engineer/Operation/Lakkireddipalli
3. Divisional Engineer/Construction/Kadapa
4. Divisional Engineer/Operation/Rayachoti
5. Superintending Engineer/Operation/Kadapa

Respondents

Smt. S.Mahaboob Bee, resident of Neelakantrao pet – Village, Neelakantrao pet – Post Ramapuram Mandal, Kadapa-Dist. herein called the complainant, in his complaint dt:11-04-2014 filed in the Forum on dt:11-04-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E. Act 2003 has stated that

1. She is an agl. consumer with ScNo:1875 at Neelakantraopet, Ramapuram Mandal, YSR.Dist and she is paying the CC.Charges

regularly every month, but she received bill on 31-01-2014 for an amount of Rs.2100/-, but there is no supply for her well.

2. About 2 years back the poles were damaged due to storm and the conductor related to the line was taken away by the departmental personnel.
3. Her service was left unattended without providing supply or even transformer at the time of execution of HVDC.
4. She is suffering with bad health and bed ridden. She lost her lively hood because of the department not providing supply to her service.
5. Requested the Forum to pass such orders on the respondents to provide supply to her well and restoration of her lively hood.

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

The respondent-4 i.e. the Divisional Engineer/Operation/Rayachoty in his written submission dt:21-04-2013, received in this office on 23-04-2013 stated that:

1. Regarding the above subject this office has issued a memo to the AE/Opn/Ramapuram on 16-04-2014 and instructed to inspect the premises of Smt. S.Mahaboob Bee, ASC.No.1875, N.K.Rao Pet of Ramapuram mandal and submit a required estimate to this office for the required materials under T&D improvements for giving supply to Smt. S. Mahaboob Bee bore-well.
2. The power supply will be extended to her bore-well soon after receipt of the estimate and work shall be completed
3. A copy of the memo under reference cited also been communicated to the ADE/Opn/L.R.Palli with a request to pursue the matter till the work complete.

Findings of the Forum:

1. The complainant is an agl. consumer and her service was left without supply during the time of execution of HVDS in that area and resulted in loss of lively hood to her and finally lead to bed.
2. The respondent-1 i.e. the DE/Opn/Rayachoty in his reply stated that the said premises was inspected by the AE/Opn/Ramapuram under his instructions and the AE prepared the required estimate for sanction under T&D improvements, the power supply will be extended to the bore-well soon after receipt of the sanction.
3. Neither the complainant nor the respondents mentioned the date or the month during which the said HVDS works were executed and from which month and year the consumer' service was left without supply.
4. Since the matter relates to restoration of lines to the service it attracts the provisions of Guaranteed Standards of Performance and the related compensation i.e. to be allowed to the complainant for the suffering due to deficiency of service on the part of the respondents.
5. However since the complaint was made on 11-04-2014 in accordance with the Guaranteed Standards of Performance lines of overhead nature are to be restored within 24hrs in rural areas and hence should have been rectified by the immediate next day. But it is not the case of normal break down or something else to be taken care of immediately.
6. It is only a result of negligent attitude of the officers under whose supervision the said works of HVDS were executed or otherwise the complainant could not bring the matter to the notice of the officers in the field at that time and also there is no effort from the consumer even after noticing the defect. It is not clear whether she had made a

representation before the respondents prior to approaching the Forum for redressal of her grievance.

7. As such the Forum could not find any deficiency of service on the part of the respondents as far as the period till the complaint was lodged in the Forum. But the respondents still even after the raising of the issue before the Forum could not restore supply on emergency basis and are following the same procedure to be adopted on par with the regular extension of supply and appears that there is no feel of emergency and have an act of rectifying the defect on war-foot basis to pacify the aggrieved consumer.
8. On 28-05-2014 at about 16:45 hrs during the conversation with the grand son of the complainant namely Shukoor, when contacted over the phone No:9440108739 mentioned in the complaint stated that the supply was restored to their service about 15 days back i.e. probably by the 10th of May 2014.
9. The complaint was made on 11-04-2014 where as it was resolved by 10-05-2014 i.e. within a month of the complaint which is quite reasonable and also the consumer's representative expressed his satisfaction on the action of the respondents.
10. As such the Forum could not find any deficiency of service on the part of the respondents as a whole and hence no compensation is allowed.
11. However it is felt by the Forum that the respondents shall have close supervision of such works in future and avoid such eliminations and the resultant sufferings of the consumers.

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

ORDER

The respondents are directed that they shall have close supervision of such works in future and avoid such eliminations and the resultant sufferings of the consumers.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1st Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25th day of June 2014.

Sd/- Member (Legal)	Sd/- Member (C.A)	Sd/- Member (Accounts)	Sd/- Chairperson
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Forwarded by Orders

Secretary to the Forum

To
The Complainant
The Respondents
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.