

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

**On this the 26<sup>th</sup> day of June 2014**

**In C.G.No:20/ 2014-15/Guntur 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. MLN. Madhumohan  
C/o MVNSN Rao,  
DNo:1-35-10, Nazerpeta,  
Malladi Street,  
Tenali -Post,  
Tenali Town,  
Guntur-Dist-522201

Complainant

***And***

1. Assistant Engineer/Operation/D-1/Tenali
2. Assistant Divisional Engineer/Operation/Town/Tenali
3. Divisional Engineer/Operation/Tenali
4. Superintending Engineer/Operation/Guntur

Respondents

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Sri. MLN. Madhumohan, C/o MVNSN Rao, resident of DNo:1-35-10, Nazerpeta, Malladi Street, Tenali -Post, Tenali Town, Guntur-Dist-522201 herein called the complainant, in his complaint dt:23-05-2014 filed in the Forum on dt:23-05-2014 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. The complainant is a domestic consumer with SC.No.1211105016564 at door.No:1-35-10, Malladi street, Nazerpet, Tenali town.
2. He was provided with electrical supply under 3 phase to his residence in the year 1990 from electrical pole bearing number:S-10/C-11/1 erected

near by his house and the service connection was numbered 16564. The said pole was removed in the year 2007 and a single phase supply is provided to his house.

3. Requested for reinstallation of the pole and restoring three phase supply Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-1 i.e. the Assistant Engineer/Operation/D-1/Tenali in his written submission dt:06-06-2014, received in this office on 10-06-2014 stated that:**

1. On 23-05-2014, one representation was received from Sri. MLN. Madhumohan, Nazar Peta, Tenali stating reinstalling electrical pole and restoration of 3 phase supply of ScNo.16564-H zone in D-1 section, Tenali.
2. On 28-05-2014 he had inspected the SC.No.16564-H zone consumer premises and the consumer has said that SC.No.16564-H zone was released on 1990 and the pole was removed in 2007, but in the section office records no information was recorded.
3. Previously a case was filed on site dispute between Sri MLN. Madhumohan and Tadiboyina. Veeraiah at Munsif court in Tenali and it was compromises in front of lok adalath, Tenali. As per the orders of lok adalath, Tenali Sri MLN. Madhumohan has agreed to erect the electrical pole and etc.
4. Based on the SCNo. 16564-H was released in 1990 and prepared the estimate for long barrel service and it was sanctioned ADE.No.IMP47/14-15 from DE/Opn/Tenali on dt:06-06-2014. The work will be completed with in a month.

**Findings of the Forum:**

1. The grievance of the complainant is that the three phase supply provided to his house in the year 1990 had been degraded to single phase supply in

the year 2007 by removal of the pole from which the three phase supply was extended i.e. after a period of about 17 years. Requested the Forum to pas such orders that the respondents restore three phase supply to his service by restoring the pole removed.

2. The respondent-1 i.e. the AE/Opn/D-1/Tenali while replying the above stated that on 28-05-2014 he had inspected the said service of the complainant and the premises and agreed that the pole was removed in the year 2007 for which there is no record available in the section office, but to his knowledge there was a site dispute between the complainant and another by name Sri.T.Veeraiah and a case was filed in the Munisif Court, Tenali in the matter which was subsequently compromised in the front of Lok adalath and there was an acceptance for re-erection of the pole and others. He had prepared an estimate for rectification of long barrel service and the estimate was already sanctioned and the work will be completed with in a month.
3. As could be seen from the judgement copy of the said honourable court it is learnt that the case is compromised and accepted the re-erection of the pole at the cost of the complainant.
4. It is not understood on what basis the respondents have removed the pole in the year 2007 and limited the service with single phase supply instead of three phase already existing. But however since both the parties have accepted for re-erection of the said pole and the cost of such preparation of by constructing underground water supply with pipe lines is to be born by the complainant as accepted before the court.

5. The respondents shall have to restore three phase supply instead of single phase supply to the complainant's service under discussion duly erecting the necessary pole and lines not later by 30-06-2014 as was promised.

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

**ORDER**

The respondents shall restore three phase supply to the complainants service No:16564, D-1, Tenali within one month i.e. not later by 30-06-2014 as promised by them.

Accordingly the case is allowed in full and disposed off

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> 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 26<sup>th</sup> day of June 2014.

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 to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.