

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

**This the 20<sup>th</sup> day of October 2012**

**C.G.No:159/2012-13/Ongole Circle**

*Present*

*Sri K. Paul*  
*Sri A.Venugopal*  
*Sri T.Rajeswara Rao*  
*Sri K. Rajendra Reddy*

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

*Between*

Sri. A.Ch.Koti Reddy  
C/o Koti Reedy  
Nagulaveram Village & Post,  
Arthaveedu Mandal,  
Prakasam-Dist.

Complainant

*And*

1. Assistant Engineer/Operation/Cumbum  
2. Assistant Divisional Engineer/Operation/Cumbum  
3. Divisional Engineer/Operation/Markapuram  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri. A.Ch.Koti Reddy, C/o Koti Reedy Resident of Nagulaveram Village & Post, Arthaveedu Mandal, Prakasam-Dist. herein called the complainant, in his complaint dt:14-9-2012 filed in the Forum on dt:14-9-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is an agl. consumer with SCNo: 233 at Nagulavaram of Ardhaveedu mandal in Prakasam-Dist.
2. The lines from Cumbam to Ardhaveedu is passing through his agl. fields and his agl. service above was provided supply from a transformer erected underneath the line above.

3. The supply to his motor is getting interrupted very frequently due to short circuit in the lines because of hanging loose.
4. Requested for rectification of the lines.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Cumbum in his written submission dt:20-9-2012 received in this office on dt:11-10-2012 stated that:**

1. He physically inspected the location and found that the line laid long back with long spans, and there is a necessity to provide an intermediate pole and they provided an intermediate pole on 24-9-12 at the said location and the complaint is rectified.

**Findings of the Forum:**

1. The grievance of the complainant is that the supply to his agricultural service is getting interrupted very frequently due to short circuit in the lines because of their loose hanging.
2. The respondents rectified the fault duly accepting that there are long spans in the lines erected long back erected intermediate pole to provide sufficient pole clearance in the lines on 24-9-2012.
3. The complaint was made on 14-9-2012 and was rectified on 24-9-2012 i.e. within 10 days from the date of the complaint.
4. The item is not a specified item of the Guaranteed Standards of the Performance.

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

**ORDER**

**“No Separate order need to be issued”.**

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 20<sup>th</sup> day of October 2012.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member (Legal)</b>	<b>Member (C.A)</b>	<b>Member (Accounts)</b>	<b>Chairperson</b>

**Forwarded by Orders**

**Secretary to the Forum**

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