

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

**This the 16<sup>th</sup> day of November 2012**

**C.G.No:228/2012-13/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.Palanki.Aandraiah  
C/o Venkatasubbarao  
DNo:8-73, Papayapalem,  
Perala Post,  
Vetapalem Mandal  
Prakasam-Dist-523155

Complainant

*And*

1. Assistant Engineer/Operation/Rurals/Vetapalem  
2. Assistant Divisional Engineer/Operation/Vetapalem  
3. Divisional Engineer/Operation/Chirala  
4. Superintending Engineer/Operation/Ongole

Respondents

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Sri.Palanki.Aandraiah, C/o Venkatasubbarao resident of DNo:8-73, Papaipalem, Perala Post, Vetapalem Mandal Prakasam-Dist-523155 herein called the complainant, in his complaint dt:16-10-2012 filed in the Forum on dt:16-10-2012 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 electrical consumer with SCNo: 324 at Papayapalem village of Vetapalem mandal in prakasam-Dist.
2. The electrical lines provided at their village are of 35 years old and are breaking down.

3. Since there is possibility of accidents at the time of conductor snaps, requested for replacement of the old conductor with new one.

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

**The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Vetapalem in his written submission dt:10-11-2012 and a copy marked to the complainant, received in this office on dt:16-11-2012 stated that:**

1. The electrical lines in the said village of the complainant were inspected and found that the lines are in good condition and not even a single incident of snapping of lines occurred in the past two years.
2. Hence it is not necessary to replace the electrical lines in the village.

**Findings of the Forum:**

1. The grievance of the complainant is that the electrical lines provided in their village are of 35 years old and there is possibility of conductor snaps results in accidents to cattle and human beings passes by and requested for replacement of the same.
2. Though the grievance is not a specified item of the Guaranteed Standards of Performance, in the interest of the public safety notices were served upon the respondents.
3. The respondent-2 i.e. the ADE/Opn/Vetapalem the concerned territorial officer reported that he had inspected the said lines and found that the lines are in good condition and there were not even a single incident of conductor snap occurred during the past two years and there is no necessity of replacement of said electrical lines and the same matter was informed to the complainant also by the respondent.

4. The complainant expressed his feeling and assumption of something happening which is not correct and a complaint shall contain realistic facts having gravity.

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

**ORDER**

The complainant is advised that he may refer the matter to the Forum in future if any conductor snaps occurs in the said area.

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 16<sup>th</sup> day of November 2012.

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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.