

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

**This the 18<sup>th</sup> day of January 2013**

**C.G.No:256/2012-13/Nellore Circle**

***Present***

***Sri K. Paul  
Sri A.Venugopal  
Sri T.Rajeswara Rao  
Vacant***

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

***Between***

Sri Talluru Hari Prasad  
C/o Narayana swamy Naidu  
Yachavaram Village & Post,  
Balayapalli Mandal,  
Nellore-Dist-524404

Complainant

***And***

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Divisional Engineer/Operation/Naidupeta
4. Superintending Engineer/Operation/Nellore

Respondents

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Sri Talluru Hari Prasad, C/o Narayana swamy Naidu resident of Yachavaram Village & Post, Balayapalli Mandal, Nellore-Dist-524401 herein called the complainant, in his complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 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 resident and consumer of Yachavaram Village in Balayapalli mandal of Nellore-Dist.
2. The LT lines in their village are at very low and dangerous level due to more distance between pole to pole and requested to rectify the lines.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:**

1. Estimate was proposed and submitted to the higher authorities vide WBS No:T2012-04-06-31-03-016.

**Findings of the Forum:**

1. The grievance of the complainant is that the LT lines in their village are at very low level of the reach of hand raise and requested for its rectification.
2. The grievance though not an item specified in the Guaranteed Standards of Performance, notices were served upon the respondents in the interest of the public safety and maintenance of departmental standards..
3. The respondent-1 i.e. the AE/Opn/Balayapalli reported that he proposed an estimate and submitted to his higher authorities for erection of inline poles at long spans of the said village.
4. The respondents are supposed to maintain the minimum ground clearance of the LT lines by adopting suitable methods and inserting poles in the mid spans wherever necessary to avoid probable accidents on account of non standard lines.

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

**ORDER**

The respondents are directed that they shall rectify the lines to meet the standards not later by 28-02-2013.

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 the 18<sup>th</sup> day of January 2013.

Sd/-  
**Member (Legal)**

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.