

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

**This the 17<sup>th</sup> day of January 2013**

**C.G.No:259/2012-13/Nellore Circle**

***Present***

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

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

***Between***

Sri N.Pedda Masthanaiah  
C/o Ramanaiah  
P.Kothapalem Village,  
Hathakaveri 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 N.Pedda Masthanaiah, C/o Ramanaiah resident of P.Kothapalem Village, Hathakaveri Post, Balayapalli Mandal, Nellore-Dist-524404. 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 has stated that

1. He is an agl. consumer with service number :53 at P.Kothapalem of Balayapalli Mandal in Nellore-Dist.
2. Two conductors of the LT line feeding to his service above was stolen away by unknown thieves for one span.
3. Requested for re erection of the line.

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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. An estimate submitted vide WBS No. T2012-04-06-31-03-016.

**Findings of the Forum:**

1. The grievance of the complainant is that a part of the LT line supplying power to his agl. service was stolen away by some unknown culprits and requested for its restoration.
2. The complainant did not mention the date of occurrence of the said theft, but however made a complaint in the Forum on 01-12-2012 during adalath at Balayapalli and also did not mention whether he is utilising power or not.
3. There is no specific time period specified in the Guaranteed Standards of Performance in case of theft of lines restoration, but however in the interest of the consumer and safeguarding the crops, the respondents proposed re erection of the part of the line.
4. Since it is only one span the consumer can utilize power by extending its service line temporarily till such time the respondents restore the line.
5. As such it is felt that there is no deficiency of service on the part of the respondents, but however the respondents shall restore normalcy not later by 31-01-2013.

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

**ORDER**

The respondents are directed that they shall restore normalcy to the complainants service duly laying a required line not later by 31-01-2013.

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 17<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.