

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

This the 27th day of August 2012

C.G.No:37/2012-13/Kadapa 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. Nanabala Nagarjuna
S/o Venu Gopal & Others
DNo: 1/55, Rajakunta Village & Post
Chitvel Mandal
Kadapa-Dist

Complainants

And

1. Assistant Engineer/Operation/Chitvel
2. Assistant Divisional Engineer/Operation/Kodur
3. Divisional Engineer/Operation/Rajampeta

Respondents

Sri. Nanabala Nagarjuna, S/o Venu Gopal & Others resident of DNo: 1/55, Rajakunta Village & Post, Chitvel Mandal, Kadapa-Dist herein called the complainants, in their complaint dt:24-4-2012 filed in the Forum on dt:24-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. The electrical lines in their village were laid about 25 years back and the wires become very old about 10 years back new poles were erected, but were left idle without fixing the cross arms and the conductor.

2. Being summer season they are sleeping in the open place underneath the lines and are afraid of accidents due to probable conductor snaps on account of aging.
3. Requested for shifting of the lines to the new poles erected with new conductor.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Chitvel in his written submission dt:13-08-2012 received in this office on dt:14-08-2012 stated that

1. The damaged cable was replaced on 11-6-2012 in all over the village.

Findings of the Forum:

1. The grievance of the complainant is that the conductor laid in their village long back has become brittle and requires replacement to avoid probable accidents due to conductor snaps.
2. Requested for rectification of the lines duly providing new conductor where ever required.
3. The grievance of the complainant is not a specific item of the Guaranteed Standards of Performance, but in the interest of the consumer safety notices were served upon the respondents for its rectification.
4. The respondent-1 i.e. AE/OPn/Chitvel replied that he replaced the damaged wire with cable all over the village on 11-6-2012 and the grievance was thus resolved.
5. The complaint was registered on 24-4-2012 and was resolved by 11-6-2012 as reported by the respondents and hence there is no deficiency of service on the part of the respondents.

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

Signed on this the 27th day of August 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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.