

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

This the 30th day of June 2012

C.G.No:62/2012-13/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 Kola Laxmi Narayana
C/o Chiparaiah
Parchoor Village, Post & mandal
Prakasam-Dist

Complainant

And

1. Assistant Engineer/Operation/Parchoor
2. Assistant Divisional Engineer/Operation/Parchoor
3. Divisional Engineer/Operation/Chirala

Sri Kola Laxmi Narayana, C/o Chiparaiah & Others residents of Parchoor Village, Post & mandal, Prakasam-Dist herein called the complainants, in their complaint dt:18-5-2012 filed in the Forum on dt:18-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. In the first street of Laxmipuram area besides excise police station of Parchoor village, the electrical lines are at very low level to the reach of public and obstructing the passage of vehicles in the street.
2. The pole to pole distance in that area is more than 80 mts resulting in hanging of lines.
3. Requested to provide poles intermittently and raise the height of the lines.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Parchoor in his written submission dt:26-5-2012 and a copy marked to the complainant, received in this office on dt:15-6-2012 stated that:

1. An estimate for erection of middle poles at various locations of Parchoor distribution was sanctioned and the work will be completed within 45 days i.e. by 15-7-2012 positively.

Findings of the Forum:

1. The grievance of the complainant is about raising of height of the lines in there area by inserting middle poles in the lines having spans about 80 mts.
2. The grievance is not a specified item of Guaranteed Standards of Performance, but however in the interest of the public notices were served upon the respondents.
3. The respondents while accepting the complaint in turn reported that they have prepared estimate for insertion of middle poles at Parchoor distribution which was already sanctioned and the work will be completed by 15-7-2012 positively.
4. The respondents shall take up the work on top priority and raise the height of the lines to avoid any possible accidents on account of the lowering of the lines.

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

ORDER

The respondents are directed to maintain the clearance as per standards and avoid any possible accidents not later by 31-7-2012.

The complainant is advised to report the matter to the Forum in case the respondents failed to comply with the above order.

Accordingly the case is disallowed 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 30th day of June 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.