

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

**This the 28<sup>th</sup> day of July 2012**

**C.G.No:63/2012-13/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 S.Nageswara Rao  
C/o Rangaiah  
Swarna Village, Post & Mandal  
Prakasam-Dist

Complainant

*And*

1. Assistant Engineer/Operation/Karamchedu
2. Assistant Divisional Engineer/Operation/Parchur
3. Divisional Engineer/Operation/Chirala

Respondents

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Sri S.Nageswara Rao, C/o Rangaiah resident of Swarna Village, Post & Mandal, Prakasam-Dist herein called the complainant, in his 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 had stated that

1. He is an electrical consumer with SCNo: 899 at Swarna Village and mandal of Prakasam-Dist.
2. The poles in the lines feeding his above service are leaning and the lines are loose.
3. Because of the above the motor windings are burning.

4. Requested for rectification of the lines by straightening the poles and tightening the lines.

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

**The respondent-1 i.e. the Assistant Engineer/Operation/Karamchedu in his written submission dt:26-5-2012 received in this office on dt:15-6-2012 stated that:**

1. The loose spans and damaged poles rectification work is under process and it is to be completed within one month and will be informed.

**Again the respondent-1 i.e. the Assistant Engineer/Operation/Karamchedu in his written submission dt:30-6-2012 received in this office on dt:18-7-2012 stated that:**

1. The loose spans and poles leaning work is completed against complaint and was intimated to the consumer.
2. The complainant in his letter dt: NIL addressed to the Forum intimated that the work is completed, but he did not mention the date of completion.

**Findings of the Forum:**

1. The grievance of the complainant is about rectification of loose lines and straightening of poles in the lines supplying power to his agl service.
2. The grievance is not a specified item of the guaranteed Standards of Performance, but in view of the complainant's contention that his service motor was burning frequently due to the loose lines, notices were served upon the respondents for rectification of the said lines.
3. The respondent in his letter dt: 30-6-2012 reported that the lines rectification was completed and the same was intimated to the complainant, it is construed that the work was completed by 30-6-2012.

4. The complainant also confirmed the compliance of the respondent based on which the Forum is of the opinion that the grievance of the complainant is resolved.
5. Since there is no deficiency of service on the part of the respondents, there is no need to award compensation in this regard.

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

Signed on this the 28<sup>th</sup> day of July 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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.