

**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:68/2012-13/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 Gorantla Raghavendra Rao,
C/o B.Butchaiah Chowdary,
Veeranapalem Village & Post,
Parchoor Mandal,
Prakasam-Dist.

Complainant

And

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

Respondents

Sri Gorantla Raghavendra Rao, C/o B.Butchaiah Chowdary **resident** of Veeranapalem Village & Post, Parchoor 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 **has** stated that

1. At Veerannapalem village of Parchoor mandal, almost all the roads are made with cement concrete resulting in raising the height of the roads and finally decreasing the ground clearances of the electrical lines hindering the passage of loaded tractors.
2. The matter was reported several times to the local officials.

3. Requested tighten the conductors duly erecting proper poles and maintain the clearances.

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. They have prepared an estimate for replacement of damaged poles and erection of middle poles at various locations in Parchoor section and also was sanctioned and the work will be completed within 45 days i.e. 15-7-2012 positively.

Findings of the Forum:

1. The grievance of the complainant is that the electrical lines clearances to the ground is decreased due to formation of cement concrete roads in their area.
2. The respondents duly accepting the contentions of the complainant reported that they have prepared an estimate for replacement of the damaged poles and erection of middle poles wherever necessary and the estimate was already sanctioned.
3. The respondents under took that the said work will be completed by 15-7-2012.
4. In the interest of the safety of the public the respondents shall take up and complete the work on top priority and maintain the ground clearances of the lines as per the standards.

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

ORDER

The respondents are directed to resolve the grievance of the complainants not later by 31-7-2012 and report compliance by 7-8-2012.

The complainants are advised to report the matter to the Forum in case the respondents fail to comply with the order above.

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.