

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

**On this the 25<sup>th</sup> day of July 2013**

**In C.G.No: 10/ 2013-14/ Nellore Circle**

***Present***

***Sri K. Paul***  
***Sri A.Venugopal***  
***Sri T. Rajeswara Rao***  
***Sri A. Sateesh Kumar***

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

***Between***

Sri. Sk.Abdul Khadar  
C/o Kalesha Saheb  
Ayyavaripalem  
Gudur Mandal  
Nellore-Dist.

Complainant

***And***

1. Assistant Accounts Officer/ERO/Gudur
2. Assistant Engineer/Operation/Rurals-2/Gudur
3. Assistant Divisional Engineer/Operation/Town/Gudur
4. Divisional Engineer/Operation/Gudur
5. Superintending Engineer/Operation/Nellore

Respondents

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Sri. Sk.Abdul Khadar, C/o Kalesha Saheb, Ayyavaripalem, Gudur Mandal, Nellore-Dist. herein called the complainant, in his complaint dt:20-04-2013 filed in the Forum on dt:20-04-2013 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 SC.No.433 at Ayyavaripalem of Gundur Mandal in Nellore district.
2. For his service above there is no supply for the past 6 months due to HVDC works the line to his service was removed and the matter was reported to the AE and the line man several times, but they are not caring for and dodging the issue.

3. He is paying the CC.Charges regularly every month for the past 15 years. The said line was laid about 15 years back for which they have paid the necessary charges including erection of 7 numbers poles.
4. Their crops are dried up for not watering for the past 6 months and he sustained severe loss on account of the said no supply.
5. Requested to provide the supply.

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

**The respondent-2 Assistant Divisional Engineer/ Operation/Town/Gudur in his written submission dt:Nil, received in the Forum on 24-07-2013 stated that:**

1. The said service of the complainant was fed from SS-2 63KVA transformer and the DTR was over loaded resulting in low voltage at the tail end.
2. An additional transformer was erected under improvements and one more DTR was erected for release of CLDP wells. The said service was connected to the new DTR and the redundant line between the old DTR and the new DTR was dismantled.
3. After receipt of the complaint only he could notice that the newly erected DTR fell sick and the matter was not brought to him, by none of the consumer since they are not utilizing supply.
4. He restored normalcy on 23-04-2013 by re-erecting the removed line portion and the consumer was given supply.
5. The consumer in his letter expressed his satisfaction.

**Findings of the Forum:**

1. The grievance of the complainant is that the respondents removed certain line portion resulted in no supply to his agl. service and requested to restore the same in view of drying up of his crops.
2. The respondent reported that the transformer from which the said service was

given supply was over loaded resulting in low voltage and hence the supply was extended to the said service from an other newly erected transformer which subsequently fell sick and was not brought to his notice by any of the consumers.

3. Though the consumer stated that he had already reported the matter to the AE and the line man earlier there is no evidence to that effect and hence the complaint made in the Forum on 20-04-2013 is taken as the date of complaint.
4. The respondents rectified the fault by 23-04-2013 i.e. with in 3 days of the complaint by erecting the necessary line.
5. The consumer also expressed his satisfaction through his letter and hence it is felt by the Forum that there is no deficiency of services on the part of the respondents and hence no compensation need to be awarded.

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 the 25<sup>th</sup> day of July 2013.

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

**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.