

**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 March 2015**

**In C.G.No:108/ 2014-15/Ongole Circle**

***Present***

***Sri P.Venkateswara Prasad***  
***Sri A.Sreenivasula Reddy***  
***Sri T. Rajeswara Rao***  
***Sri A. Satish Kumar***

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

***Between***

Sri T.Pullaiah  
S/o T.Alluraiah  
Giddalur  
Giddalur – Post Office  
Giddalur  
Prakasam - Dist

Complainant

***AND***

1.Assistant Engineer /Giddalur  
2.Assistant Divisional Engineer/Giddalur  
3.Divisional Engineer/Markapur

Respondents

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Sri T.Pullaiah S/o T.Alluraiah is a resident of Giddalur village , Giddalur – Post Office,Giddalur Mandal, Prakasam - Dist. herein called the complainant, In his complaint dt: 18-08-2014 filed in the Forum on dt: 18-08-2014 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 a resident of Giddalur village , Prakasam - Dist. with service no:7777.
2. He is stated that for his house service connection and for all services in his bazaar are suffering from frequent power supply interruption due to the existing AB Cable completely damaged and also requested to provide uninterrupted power supply by replacing the AB Cable with conductor line.

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

**The respondent-I i.e. the Assistant Engineer /Operation/Giddalur in written submission dt: 11.03.2015, received in this office on dt:18.03.2015 stated that:**

1. He submit that the notice was received regarding complaint of Sri T.Pullaiah native of Giddalur town having Sc.No:7777.
2. He identified that the existing AB Cable completely damaged but there is not possible to replace the AB Cable with Conductor because it is ST Colony.
3. There are small huts in the colony having no ownership of their place.They cannot get permanent Service connection. That is theft prone area. Hence he prepared an improvement estimate to replace damaged AB Cable with new AB Cable.
4. New AB Cable was drawn and erected.Now there is no problem of section fuses blowing off problem.
5. The Complainant was satisfied with the work and given a statement expressing his satisfication.the letter is enclosed.

**Findings of the Forum:**

1. During the special Vidyuth Adalath conducted at Giddalur on 18.08.2014 by the Forum ,Sri T.Pullaiah having Sc.No;7777 of Giddalur made a complaint before the Forum requesting the replace the damaged AB Cable with conductor to avoid voltage fluctuations.
2. On Receipt of notice from the Forum, the Respondents has identified that the area under question is a theft prone one and hence replaced the damaged AB Cable with new AB Cable and thus the interruptions are eliminated.

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

**ORDER**

Since the damaged AB Cable has been replaced with new one the problem of voltage fluctuations are redressed and further since the Complainant also expressed his happiness on the work of the Respondents , the case is allowed and disposed off accordingly.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, 1<sup>st</sup> Floor, 33/11KV Sub-Station, Hyderabad Boat Club Lane, Lumbini Park, Hyderabad-500063**, within 30 days from the date of receipt of this order.

Signed on this, the 25<sup>th</sup> day of March, 2015.

Sd/-  
**Member(Legal)**

Sd/-  
**Member(C.A)**

Sd/-  
**Member(Accounts)**

Sd/-  
**Chairperson**

**True Copy**

**Chairperson**

To  
The Complainant  
The Respondents  
Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter