

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

**On this the 20<sup>th</sup> day of April 2015**

**In C.G.No:176/ 2014-15/Ongole Circle**

***Present***

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

***Chairperson***  
***Member (Accounts)***  
***Member (Legal)***

***Between***

Sri Doppalapudi Adinarayana  
Sarpanch  
Gollapudi Village  
Gollapudi – Post Office  
Parchuru Mandal  
Prakasam - Dist

Complainant

***AND***

1.Assistant Engineer/Parchoor  
2.Assistant Divisional Engineer/Parchoor  
3.Divisional Engineer/Chirala  
4.Superintending Engineer/Operation/Ongole

Respondents

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Sri Doppalapudi Adinarayana Sarpanch is a resident of Gollapudi village ,Gollapudi – Post Office, Parchuru Mandal, Prakasam - Dist. herein called the complainant, In his complaint dt:16-10-2014 filed in the Forum on dt: 16-10-2014 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 Sarpanch of Gollapudi village ,Gollapudi Post Office Parchuru Mandal, Prakasam - Dist. Chirala , Prakasam – Dist
2. In his village at SS 1 Transformer location 4 poles are completely damaged and they are ready to fall.

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3. At SS 2 Location the conductors/wires are very nearer to ground level and people easily can touch.
4. And there is lot of low voltage problem in his village and at SS 3 transformer the cables are completely burnt.
5. So,Kindly rectify the above problems.

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

**The respondent - III i.e. the Divisional Electrical Engineer in his written submission dt: 26-11-2014, received in this office on dt:27-11-2014 stated that:**

1. The Estimate is prepared by AAE/O/Parchoor for replacement of damaged poles at various location's in Gollapudi and Tikkarajupalem and submitted vide .Lr.No.AAE/O/Pcr/D.No.410/14, dated .31.10.2014.
2. The Estimate is sanctioned vide sanction no.SDR/IMP/132/2014-15.
3. The Asst.Engineer,Operation.Parchoor is instructed to complete the work within one month.

**Further the respondent-II i.e. the Assistant Divisional Engineer /Operation/Parchur in his written submission dt: 31.03.2015, received in this office on dt:01.04.2015 stated that:**

1. He submits that replacement of damaged poles and middle poles and SS3 DTR wiring Cable at Gollapudi and Tikkarajupalem against CG.No.176/2014-15 was completed on 12.11.2014.

**Findings of the Forum:**

1. Si D.Adinarayana ,Sarpanch of Gollapudi village Parchoor Mandal in his complaint to the Forum has stated:-
  - A) 4 Nos poles are completely in damaged condition and they may fall down at any time under SS-1 Transformer location.
  - B) Loose/low lying lines are prevalent under SS-2 Transformer.
  - C) Low voltage problem under SS-3.
2. On receipt of notice from the Forum, the Respondent No 1 has submitted necessary proposals for sanction of the estimate.
3. Respondent No 3 i.e the DE/O/Chirala in his submission dated 26.11.2014 has stated that the estimate has been sanctioned and he

has directed the Respondent No 3 complete the works within one month.

4. The work was completed on 12.11.2014 as stated by the ADE.

**Rule Position:**

In accordance with the Guaranteed Standards of performance as contemplated in regulation No 9 of 2013 under Schedule II, the low voltage problem termed as voltage fluctuations shall be resolved within 120 days from the date of complaint. In the present case the complaint was booked on 16.10.2014 and stipulated time limit expires by 13.02.2015.

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

**ORDER**

Since the Respondents have redressed the grievance of the complainant in accordance with Guaranteed Standards of performance, 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 20<sup>th</sup> day of April 2015,

Sd/-  
**Member(Legal)**

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.

