

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

This the 28th day of July 2012

C.G.No:112/2012-13/Vijayawada 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 Kosaraju Venkateswara Rao
C/o Naanaiah
DNo: 5-75, Kurumaddali Village & Post
Pamarru Mandal
Krishna-Dist-521157.

Complainant

And

1. Assistant Engineer/Operation/Pamarru
2. Assistant Divisional Engineer/Operation/Pamarru
3. Divisional Engineer/Operation/Machilipatnam
4. Superintending Engineer/Operation/Vijayawada

Respondents

Sri Kosaraju Venkateswara Rao, C/o Naanaiah resident of DNo:5-75, Kurumaddali Village & Post, Pamarru Mandal, Krishna-Dist-521157 herein called the complainant, in his complaint dt:06-6-2012 filed in the Forum on dt:06-6-2012 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 a consumer with electricity service connection number:24 at DNo: 5-75 of Kurumaddali Village of Pamarru Mandal in Krishna-Dist.
2. Though the bill paid with penalty again 25% charges are levied unnecessarily.

3. Supply for agl is not is given continuously.
4. Requested for continuous supply to agl services.

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

The respondent-2 i.e. the Additional Assistant Engineer/Operation/Pamarru in his written submission dt:13-6-2012 received in this office on dt:21-6-2012 stated that:

1. The surcharges are being levying as per the departmental tariff in force under the concurrence of APERC.
2. Further to aware the public they are also conducting canvassing programs through tam-tam, street publicity, local electronic media etc.
3. Further it is to submit that they are also providing 7 hrs supply subject to availability of supply and prior information to the public/consumers through the print and electronic media.
4. Hence it is requested to consider the case for dropping of all further proceedings in this affair please.

Findings of the Forum:

1. The grievance of the complainant is about interruptions in the supply to agl services and levy of surcharge at 25% besides collecting penalty.
2. The respondents reported that the surcharges are being levied as per the tariff order in force and with the concurrence of APERC and the same is made known to the public through local media and the supply to agl services is given subject to availability of supply with prior information to the public through print and electronic media.
3. The complainant's contention about levy of 25% charges is not clear and specific, but however the reply given by the respondents is felt appropriate

as all the charges levied upon the consumer are based on the tariff order only.

4. Regarding supply to agl the licensee is fulfilling its assurance of 7 hrs supply to agl in different spells depending upon the availability of supply and the grid conditions.
5. As such the explanations given by the respondents felt to be in order in accordance with the tariff order as well as the electricity supply code and hence the contentions of the complainant are set aside.

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

Signed on this the 28th day of July 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.

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