

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

This the 30<sup>th</sup> day of June 2012

C.G.No: 12/2012-13/ 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. B.Ravi Kiran and Others,  
Jaggaiyah Peta Village & Post,  
Krishna Dist.

Complainant

***And***

1. Assistant Accounts Officer/ERO/ Jaggaiyah Peta,  
2 General Manager/Revenue/APSPDCL/Tirupati  
3 Senior Accounts Officer/Operation/Vijayawada,  
4 Superintending Engineer/Operation/Vijayawada

Respondents

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Sri. B.Ravi Kiran and Others, Jaggaiyah Peta Village & Post, Krishna Dist.

herein called the complainant, in his complaint dt: 2-4-2012 filed in the Forum on dt:  
2-4-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of  
I.E.Act 2003 had stated that

1. The bill collections at Jaggaiyahpeta are now being collected at ERO office and e-seva.
2. The ERO office is at the periphery of the village and the e-seva counters are with much rush and hence it is becoming difficult for making payments of CC.Charges.
3. Requested for a separate bill collection centre at Jaggaiyahpeta old town.

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

**The respondent-4 i.e. the Superintending Engineer/Operation/Vijayawada in his written submission dt:23-4-12 received in this office on dt:27-4-2012 stated that:**

1. A representation from M/s Sri Lakshmiannapura Samkshema Samgam, Nandigama received earlier was submitted to the corporate office/Tirupati seeking approval for establishment of collection centre at adequate distance from both the sub electricity revenue office, Jaggaiahpetta and existing e-seva on 14-2-2012.
2. Providing of an other collection centre in Jaggaiahpetta town from consumer point of view is subject to approval accorded from the corporate office Tirupati.
3. On receipt of permission from the corporate office, Tirupati the collection centre at Jaggaiahpetta town will be established at appropriate place keeping in view the consumers service.

**The respondent-2 i.e. the General Manager/Revenue/APSPDCL/Tirupati in his written submission dt:4-5-12 received in this office on dt:05-5-2012 stated that:**

1. The subject complaint is purely related to local authorities, hence grievance of the complainant is to be settled by the field officers concerned only.
2. Hence it is requested to drop the General Manager/Revenue as respondent.

**Findings of the Forum:**

1. The grievance of the complainant is about providing of additional collection centre for easy access and early clearance to avoid delay at bill collections centre.

2. This item is not a specific part of the Guaranteed Standards of Performance, but however in the interest of the consumers notices were served upon the respondents.
3. The respondent-4 i.e. the SE/Opn/VJA in his reply dt: 23-4-12 stated that he had appraised the problem to the head quarters of APSPDCL upon receipt of one representation from a local organization namely M/s Sri Lakshmiannapurna Samkshema Samgam, Nandigama and the approval is awaited and soon receipt of permission an additional collection centre will be established at appropriate place accessible to the consumers.
4. The respondent-2 i.e. the GM/Revenue/Corporate office/Tirupati in his reply dt: 4-5-2012 stated that the problem is to be settled by the local authorities only at their discretion and requested to drop him as respondent.
5. But the Forum feels that the establishment of additional collection centre at suitable place amidst populated areas involves additional expenditure on the licensee for which the competent authorities i.e. the head quarter has to decide and accord approval in the interest of the consumers.
6. As such the Forum feels that the respondent-2 being the official concerned at the head quarters may examine the case and decide the necessity of providing additional collection centre at Jaggaiahpetta as requested by the complainant and pass suitable orders accordingly.

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

**ORDER**

The respondents are directed to resolve the Grievance duly discussing the matter for its fitness at the earliest and not later by 31-7-2012.

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 this the 30<sup>th</sup> 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, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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