

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

This the 23rd day of February 2013

C.G.No:203/2012-13/Guntur Circle

Present

***Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant***

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

Between

Sri. K.Eswararaju
C/o Mangaiah
DNo:13/154., Gurajala Village, Post & Mandal,
Guntur-Dist.522415.

Complainants

And

1. Assistant Engineer/Operation/Macherla
2. Assistant Divisional Engineer/Operation/Gurajala
3. Superintending Engineer/Operation/Guntur

Respondents

Sri. K.Eswararaju, C/o Mangaiah resident of DNo:13/154., Gurajala Village, Post & Mandal, Guntur-Dist.522415.herein called the complainant, in his complaint dt:08-10-2012 filed in the Forum on dt:08-10-2012 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 of Gurajala Village & mandal in Guntur-Dist with SCNo:1499.
2. The post of AE/Opn/Gurajala was vacant and the charge was kept with one of the AE's from Bapatla which is about 150KM away from

Gurajala and it is taking months to meet the in-charge AE in cases of his presence in solving the problems.

3. Requested for filling up the vacancy of the AE as early as possible.

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

The respondent-2 i.e. the Assistant Divisional Engineer/Operation/Gurajala, in his written submission dt:18-02-2013 received in this office on dt:18-02-2013 stated that:

1. The AE was posted to Gurajala section and he took over charge on 10-12-2012.

Findings of the Forum:

1. The grievance of the complainant is that the AE/Opn/Gurajala post was fell vacant and the charges were endorsed to an other AE staying at Bapatla a far away place of about 150KM from Gurajala resulting in difficulty to meet the AE in case of requirements of his presence and requested for posting of an AE regularly to discharge the duties.
2. The respondents reported that an AE that a person was posted as AE/Opn/Gurajala and he took over charge on 10-12-2012 and hence the problem is resolved.
3. It is very difficult for a person like a section officer being the initial and key official from the licensee side available at the front end to the reach of the consumers and shall be made available himself in the day to day works to operate and to work at two places 150 KM apart and also it is an unnecessary burden on the management both financially as well as dislocating the works.
4. As such the contention of the complainant is felt genuine.

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

ORDER

The respondent-3 i.e. the SE/Opn/Guntur shall here after awards, while making additional charge arrangements, shall give first priority to the consumer's services.

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, Red hills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 23rd day of February 2013.

Sd/-
Member (Legal)

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.