

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

This the 29th day of December 2012

C.G.No:247/2012-13/Kadapa 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. Guddeti Pulla Reddy
S/o Yanadhi Reddy & Others
DNo: 2/52., Kondapeta Village & Post
Chennur Mandal
Kadapa-Dist

Complainant

And

1. Assistant Engineer/Operation/Chennuru
2. Assistant Divisional Engineer/Operation/Rural-2/Kadapa
3. Chief General Manager/HRD/APSPDCL/Kadapa
4. Divisional Engineer/Operation/Kadapa
5. Superintending Engineer/Operation/Kadapa

Respondents

Sri. Guddeti Pulla Reddy, S/o Yanadhi Reddy & Others resident of DNo: 2/52., Kondapeta Village & Post, Chennur Mandal, Kadapa-Dist herein called the complainant, in their complaint dt:28-11-2012 filed in the Forum on dt:28-11-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. They are agl. consumers of Kondapeta Village of Chennur Mandal in Kadapa-Dist.
2. They are leading their lives by cultivating commercial crops like Pawn leaves, Ground nuts and others.

3. They are suffering by the delays in attending to break downs by the local staff the line man being a women and may have to sustain severe financial loss if the said commercial crops are dried up.
4. Requested for posting of a male in place of the existing women as line man who can give better services for their benefit.

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

The respondent-4 i.e. the Divisional Engineer/Operation/Kadapa in his written submission dt:13-12-2012 received in this office on dt:28-12-2012 stated that:

1. The consumer represented that on account of female gender the breakdowns and other emergency service are not appropriately managed by her. As such requested for posting of male O&M staff in her place.
2. The grievance is examined at site itself and advised the consumer to approach the concerned Assistant Engineer/Opn/Chennur personally or over phone in case of emergency situation. So as to enable to rectify the emergency situation with the support of foremen, Line inspector and Linemen accordingly instructions have also issued to Assistant Engineer/Opn/Chennur /Kadapa
3. The grievance can totally redressed during the ongoing general Transfer 2013.

Findings of the Forum:

1. The grievance of the complaints is that their village is provided with a female as line man who could not perform the duties in cases of emergencies like line breakdowns and requested for replacement of the employee with a male person for better services and to avoid loss to their commercial crops.

2. The respondent-4 i.e. the DE/Opn/Kadapa in his reply stated that
 - a. One Smt. Y.Nirmala ALM who is incharge of distribution Kondapeta.
 - b. He advised the complainant to approach the concerned AE/Opn/Chennur personally or over a phone in case of emergencies so as to enable to rectify the defects with support of the foreman, line inspector and line man and the AE was also instructed accordingly.
 - c. The said grievance can totally be redressed during the on going general transfers in 2013.
3. The respondents duly accepting the fact of inability to manage the things in emergencies by the female ALM have assured that she will be replaced in General Transfers during 2013 and also as a temporary relief, the section officer was instructed to attend and rectify the break downs with the help of other staff available with him on receipt of breakdown information from the complainants till such time the transfer is effected.
4. The complainant mentioned that there is a threat of non attending to breakdowns by the licensee staff and it is only a prediction as he did not mention any single incident of such where there is a deficiency of service by the licensee.

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

ORDER

The respondents are directed that they shall take all possible steps and see that there shall not be any deficiency of service in time as per Standards Of Performance (SOP).

The complainants are advised that they may report the matter to the Forum in case of any deficiency of service in future and also on the non compliance to the order above.

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 the 29th day of December 2012

Sd/- Sd/- Sd/- Sd/-
Member (Legal) Member (C.A) Member (Accounts) 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.