

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

This the 17th day of January 2013

C.G.No:252/2012-13/Nellore Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
(Vacant)

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

Between

Sri G.Ramesh and Others
Chutti Village & Post,
Balayapalli Mandal,
Nellore-Dist-524404

Complainant

And

1. Assistant Engineer/Operation/Balayapalli
2. Assistant Divisional Engineer/Operation/Venkatagiri
3. Chief General Manager/Operation/SPDCL/Tirupati
4. Divisional Engineer/Operation/Naidupeta
5. Superintending Engineer/Operation/Nellore

Respondents

Sri G.Ramesh and Others resident of Chutti Village & Post, Balayapalli Mandal, Nellore-Dist-524404 herein called the complainant, in their complaint dt:01-12-2012 filed in the Forum on dt:01-12-2012 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 residents of Chutti village of Balayapalli mandal and their lively hood is cultivation.
2. They are paying CC.Charges on par with the consumers of Mandal head quarters i.e. Balayapalli, but they are not provided with power supply timings on par with the same above.

3. Requested for extension of supply on par with mandal head quarters.

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

The respondent-1 i.e. the Assistant Engineer/Operation/Balayapalli in his written submission dt:02-01-2013 received in this office on dt:10-01-2013 stated that:

1. Chutti is a hamlet of Balayapalli which far away to the Balayapalli and presently the supply is extended to Chutti village through rural feeder.
2. A proposal submitted to the ERO Vide LrNo:AAE/O/B.Palli/Dno:1024/12, dt:31-12-2012 to change the billing pattern and forming of new distribution as Chutti village to done the billing for bi-monthly.

Findings of the Forum:

1. The grievance of the complainants is that thought their village is hamlet of Balayapalli Mandal Head quarters and their services are billed and paid on par with those of mandal head quarters, their village is not provided with supply timings on par with the said mandal head quarters and requested for extension of supply from the mandal Head Quarter (MHQ) feeder.
2. The respondents while accepting that the said village is a hamlet of Balayapalli, reported that the said village is far away from Balayapalli and hence the supply is extended from rural feeder.
3. The respondents also expressed that it is difficult to extend supply from the mandal head quarter Balayapalli, instead they have proposed to Change the billing pattern by forming Chutti as a new distribution.
4. The grievance is with regards to supply timings and hence the respondents are at liberty to maintain supply to the said village

according to the availability of supply in the grid and the complainants cannot demand for the supply from the mandal head quarters.

5. How ever if the said village falls within the revenue limits of the Balayapalli Mandal Head quarters, supply shall be extended on par with Balayapalli.

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

ORDER

The respondents are directed to find out from the revenue records whether the area of the complainant is within the limits of Balayapalli Mandal Head Quarters and extend supply accordingly.

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 17th day of January 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.