

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

On this the 14th day of June 2013

In C.G.No:50/ 2013-14/ Nellore Circle

Present

Sri. K. Paul
Sri. A. Venugopal
Sri. T. Rajeswara Rao
Sri. A. Satish Kumar

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

Between

Sri. P.Khajahmanthulla
C/o Kalesha
DNo: 3-11-12.,
Naidupeta Town, Post & Mandal
Nellore-Dist-524126

Complainant

And

1. Assistant Engineer/Operation/Town/Naidupeta
2. Assistant Divisional Engineer/Operation/Naidupeta
3. Divisional Engineer/Operation/ Naidupeta

Respondents

* * *

Sri. P.Khajahmanthulla, C/o Kalesha resident of DNo:3-11-12., Naidupeta Town, Post & Mandal, Nellore-Dist-524126 herein called the complainant, in his complaint dt:08-05-2013 filed in the Forum on dt:08-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a domestic consumer at Naidupeta town of Nellore-Dist.
2. The power supply is uncertain in their town above and there is no assurance of supply timings.
3. Requested to take special interest in the timings and maintain properly.

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

The respondent-1 Assistant Engineer/Operation/Town/Naidupeta in his written submission dt:NIL, received in this office on 25-05-2013 stated that:

1. The schedule of times by department, the power supply LR is given to Naidupeta village is 08:00 hrs to 10.00 hrs and 14:00 hrs to 16:00 hrs. The decision of emergency load relief is not in my jurisdiction powers and it is policy matter.

Findings of the Forum:

1. The grievance of the complainant is that the supply timings are not fixed and followed in their area and not even as decided by the board.
2. The respondent-1 replied that as per the schedule the power supply load relief is given to Naidupeta Village from 08:00 to 10:00 hrs and 14:00 to 16:00 hrs.
3. The decision of ELR is not in his powers and is a policy matter.
4. The contention of the respondent-1 that the power supply timings are not in his powers and is a policy matter is accepted.
5. However the respondents have to maintain the power supply in accordance with the schedule as far as possible and minimize the breakdowns.

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

ORDER

The respondents are directed that they shall maintain power supply in accordance with the regular schedule without any deviation and minimize the interruptions as far as possible.

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 14th day of June 2013.

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.