

VIDYUT OMBUDSMAN
O/o: ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
4th Floor, Singareni Bhavan, Red Hills, Hyderabad – 500 004

Present

K.Sanjeeva Rao Naidu
Vidyut Ombudsman

Dated 09 – 02 - 2012

Appeal No. 83 of 2011

Between
Sri Syed Shariff M.A
MSR Degree College
Senior office Incharge
Kavali – 524201, Nellore Dist

... Appellant

And

1. Asst. Accounts Officer/ERO/ APSPDCL/Kavali
- 2 Junior accounts Officer/Operation/APSPDCL/Nellore
3. General Manager / CSC /C.O./APSPDCL/Tirupati

....Respondents

The appeal / representation dt.28.12.2011 (received on 31.12.2011) against the CGRF order of APSPDCL (in CG No.243/2011-12 of Nellore Circle dt.24.12.2011). The same has come up for hearing before the Vidyut Ombudsman on 04-02-2012. Appellant absent and Sri G.Madhu Kumar, AAO/ERO/Kavali, and Sri G.V.Ratnam, JAO/ERO/Kavali on behalf of respondents present, heard and having stood over for consideration till this day, the Vidyut Ombudsman passed/issued the following:

AWARD

The petitioner filed a complaint against the Respondents for Redressal of his Grievances with the grounds mentioned as hereunder:

“1. He is the consumer of SCNo:3211400007303 under SS-22 Kavali Town, Nellore-Dist. (2) He is facing problems to pay the monthly bill amounts because of shifting of the office to Janatha Peta which is far from the Town. (3) Ladies and aged people are also facing problems because of the above. (4) In e-seva bills having disputes are not rejected and requested for opening a branch at Kavali town to facilitate the consumers.”

2. The respondent No.1 has submitted his written submissions as hereunder:

1. *The ERO Kavali office was shifted from the rented building in Town to the own building in the premises of 33/11 KV substation Vengalrao Nagar, Kavali on 1-6-2011 along with the sub-division office and the Division office as per the instructions of the higher authorities.*
2. *The e-seva counter is available in the centre of the Town located behind the Municipal office.*
3. *Now the ERO is situated in the road side of Udayagiri road having better conveyance facilities.*

3. After hearing both sides and after considering the material placed before the Forum, the Forum passed the following order:

“No separate order need to be issued”.

4. Aggrieved by the said order, the appellant preferred this appeal questioning the same that he is a retired employee and office of the ERO is situated in a far of place by shifting from the middle of the town and if the payment is made subsequent to the last date of the bill the E-seva people not receiving the same and the appellant himself and others are facing the same problem and if the amount is not paid on the last date of payment lot of inconvenience is caused due to the conduct of the E-seva people and finally requested this authority to direct the E-seva authorities to receive the amounts till 10th of every month without receiving the same on the ground that last date of payment is over.

5. Now, the point for consideration is, “whether any direction is to given to the respondents as prayed for?”

6. The appellant failed to attend before this authority at Tirupathi on 06.02.2012 but submitted a representation through post as his written arguments and stated that many people remit bills within disconnection date. Though they are remitting bills, the paid amount is shown in the next monthly bill but the AAO/ERO/Kavali instructed the E-seva authorities to accept the bill even if the arrears are shown in the monthly bill and in this case, the consumer may not be obstructed and such bills are collected without troubling the customer and on the oral instructions of AAO they are going ant he appeal no. 83/2011 is compromised.

7. The respondent is represented by Sri G.Madhu Kumar, AAO/ERO/Kavali and Sri G.V.Ratnam, JAO/ERO/Kavali present and stated that they have already instructed the E-seva authorities and matter is settled.

8. In the light of the above said representation, the E-seva authorities are hereby directed to follow the oral instructions already issued by AAO/ERO/Kavali scrupulously without fail.

9. Hence, this matter is closed as it is compromised.

This order is corrected and signed on this day of 9th February 2012

VIDYUT OMBUDSMAN