



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
Phone Nos. (040) 23397/381/399 Fax No. (040) 23397378 website www.aperc.gov.in

From
Commission Secretary,
#11-4-660, 4th Floor, APERC,
Singareni Bhavan, Red Hills,
Hyderabad 500 004

To

1. The Prl. Secretary to Government
Energy, I & I (Power.III) Department
Government of Andhra Pradesh
Ground Floor, Building No.2
AP Secretariat Complex
Velagapudi - 522 503, T. Jilur, Mandala
Guntur District
2. Advisor to Principal Secretary
Energy Department, Government of A.P.
Vidyut Soudha, 'A' Block, Room No.613
Khairatabad, Hyderabad - 500 004
3. Chairman & Managing Director
A.P. Transco & Chairman, APPCC
Vidyut Soudha, Khairatabad
Hyderabad - 500 082
4. Chairman & Managing Director
A.P. Genco
Vidyut Soudha, Hyderabad - 500 082
5. Chairman & Managing Director
APEPDCL, Corporate Office
P & T Colony, Seethammadhara
Visakhapatnam - 530 013
6. Chairman & Managing Director
APSPDCL, 19-13-65/A
Raghavendra Nagar
Kesavayana Gunta, Tiruchanoor Road
Tirupati - 517 501
7. The Managing Director
The Anakapalle Rural Electric Cooperative
Society Ltd., No.B 1539, Kasimkota - 531 031
Visakhapatnam District
8. The Managing Director
The Chipurupalli Rural Electric Cooperative
Society Ltd., No.VR 300, Chipurupalli - 535 128
Vizianagaram District
9. The Managing Director
The Kuppam Rural Electric Cooperative Society
Ltd., #14-308, Palace Road, Kuppam - 517 427
Chittoor District

:: 2 ::

10. New & Renewable Energy Development Corporation of A.P. Limited (NREDCAP)
Regd. Office: 5-8-207/2, Pishgah Complex
Nampally, Hyderabad - 500 001
11. Andhra Pradesh Solar Power Corporation
Pvt. Ltd.
6-3-856/A/3, Saadath Manzil Colony Road
Green Lands, Begumpet, Hyderabad - 500 016
12. Chief Executive Officer
State Energy Conservation Mission & APSEEDCO
Dept. of Energy, I & T, Govt. of A.P.
Room No.621, A-Block, Vidyut Soudha
Khairatabad, Hyderabad - 500 082
13. Vidyut Ombudsman - Andhra Pradesh
Flat No.401, Ashoka Chambers
Adarsh Nagar, Opp: MLA Quarters
Hyderabad - 500 063
14. Chairperson
Consumer Grievances Redressal Forum
APEPDCL, 3rd Floor, New Building
Corporate Office, P & T Colony
Seethammadhara, Visakhapatnam - 530 013
15. Chairperson
Consumer Grievances Redressal Forum
APSPDCL, 19-13-65/A, Vidhyuth Nilayam
Sreenivasapuram, Tiruchanoor Road
Tirupati - 517 503

Sirs,

Sub:- A.P. State Legal Services Authority - A.P. Electricity Regulatory Commission
Coordination between Legal Services Institutions and the Vidyut
Ombudsman and Consumer Grievances Redressal Fora in spreading
awareness among the stakeholders Reg.

- Ref:-
1. D.O. Lr. No. APERC/PS/2, dated 29-12-2016 of the Chairman, APERC
addressed to the Hon'ble Acting Chief Justice & Patron-in-chief and
Executive Chairman of the A.P. State Legal Services Authority
 2. Note file orders dated 03-01-2017 of Hon'ble Acting Chief Justice &
Patron-in-chief and Executive Chairman of the A.P. State Legal
Services Authority
 3. ROC.No.02/APLSA/L3W/2017 dated 04-01-2017 of the Member
Secretary, A.P. State Legal Services Authority

Please find enclosed copies of references 1 and 3 which are self explanatory.

The spread of consumer awareness, education of every stakeholder in the power sector on their rights and obligations and redressal of grievances of every consumer and stakeholder in the electricity industry in the State of Andhra Pradesh is a matter of top priority, absolute importance and indispensable necessity for the efficient and orderly maintenance of the electricity industry in the State of Andhra Pradesh and organized and systematic growth of the power sector commensurate with the growing needs of the new and developing State and its citizens.

You are aware that Legal Services Authorities established under the Legal Services Authorities Act, 1987 are entrusted with the sacred duty of taking appropriate measures for spreading legal literacy and services among people about the rights, benefits and privileges guaranteed by enactments as well as administrative programmes and measures. The Andhra Pradesh Electricity Regulatory Commission has therefore submitted reference No.1 cited to the Hon'ble Acting Chief Justice & Patron-in-chief and Executive Chairman of the A.P. State Legal Services Authority requesting for permitting the Legal Services Authorities to coordinate with the functionaries of the electricity sector to participate in the legal literacy programmes being organized by the Legal Services Authorities at different levels to help spread awareness to every stakeholder in the power sector in the State to know their rights and obligations.

The Hon'ble Acting Chief Justice & Patron-in-chief and Executive Chairman of the A.P. State Legal Services Authority has been pleased to accord permission to the District Legal Services Authorities in the State, to coordinate with the Vidyut Ombudsman and Consumer Grievances Redressal Fora of the Andhra Pradesh State, while conducting legal literacy programmes and to spread awareness about the electricity laws, regulations and rights and obligations of consumers.

Instructions were issued by the A.P. State Legal Services Authority to all the District Legal Services Authorities in the State of Andhra Pradesh accordingly under the proceedings enclosed to reference No.2 cited.

Therefore, you are requested to instruct all the concerned officers and functionaries upto and including the Assistant Engineers/Additional Assistant Engineers in your respective institutions/jurisdictions to associate and coordinate with the respective Legal Services Authorities at various levels in participating in the legal literacy programmes including awareness programmes and other programmes like seminars, symposia, workshops etc., spreading awareness about the electricity laws, rules,

regulations and rights and obligations of the consumers/stakeholders through such programmes. Copies of this letter with all the enclosures should be forwarded to all of them.

The Vidyut Ombudsman and Chairmen and Members of the Consumer Grievance Redressal Fora should take a particular lead in this direction coordinating with the officers of the distribution companies in the State. The nodal officers designated by the licensees under Regulation 23.12 of A.P. Electricity Regulatory Commission Consumer Grievance Redressal Forum, Vidyut Ombudsman and Consumer Assistance Regulation 3 of 2016 shall also act positively in coordinating with the Legal Services Authorities and monitor the participation by the officers of the licensees upto gross-root level in such literacy and awareness programmes, in performance of their duty under Regulation 23.14 of the said Regulation 3 of 2016. The nodal officers of the licensees shall obtain monthly reports from the districts within their jurisdiction by 7th of every succeeding month about literacy/awareness programmes of the Legal Services Authorities in which the officers of the licensees participated. The Vidyut Ombudsman, the Chairmen of the Consumer Grievance Redressal Fora and the Nodal Officers of the licensees shall submit monthly reports of the details of the programmes of the Legal Services Authorities for spread of literacy and awareness within their respective jurisdictions in which they or the officers of the licensees participated, to the Director (Administration) of the Andhra Pradesh Electricity Regulatory Commission by 15th of succeeding month, without fail. The officers of the licensees upto and including the level of Assistant Engineers/Additional Assistant Engineers shall be instructed forthwith to get in touch with the concerned District Legal Services Authorities and Mandal Legal Services Committees. The receipt and strict compliance of these orders shall be acknowledged forthwith.

Yours sincerely,


Commission Secretary (i/c)

1. Copy of the D.O. letter dated 29-12-2016 of the Chairman, APERC
2. Copy of the letter dated 04-01-2017 of the Member Secretary, Legal Services Authority



D.O. Lr. No. APERC/PS/2 Date: 29-12-2016

My Lord Hon'ble Sri Justice Ramesh Ranganathan garu,

I take this opportunity to invite your kind attention to the statutory mandate of Section 42 of the Electricity Act, 2003 which directs every distribution licensee to establish a Forum for redressal of the grievances of the consumers in accordance with guidelines as may be specified by the State Commission and the State Commission to appoint and designate an authority to be known as Vidyut Ombudsman to enable any consumer to make a representation for redressal of the grievances, if it remains not redressed by the Forum.

2. Under the said provision read with Section 181 of the Electricity Act, 2003 and the Andhra Pradesh Electricity Reform Act, 1998 and Rule 7 of the Electricity Rules, 2005, the Andhra Pradesh Electricity Regulatory Commission made a Regulation No.3 of 2016 for establishment of Consumer Grievances Redressal Fora and the Vidyut Ombudsman in the State of Andhra Pradesh providing for all incidental and ancillary matters concerning their procedures and functions. The Regulation also provided for detailed procedure for consumer assistance by the State Electricity Regulatory Commission to respond and to act upon all representations received from the consumers and to monitor and coordinate protection of consumer interest, spread of consumer awareness and education of consumers on their rights and obligations.

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3. I also may be permitted to bring to your Lordship's notice that apart from central and state legislations and the statutory rules made there-under, there are various regulations made by the State Electricity Regulatory Commission, Central Electricity Regulatory Commission, Central Electricity Authority etc., all of which have impact on the rights and interests of power consumers in the State of Andhra Pradesh. There are more than 1.47 crores consumers of different categories in the State of Andhra Pradesh who are being served by two distribution companies in the State with the coordination of Transmission Corporation of Andhra Pradesh Limited (AP Transco) and Andhra Pradesh Power Generation Corporation Limited (AP Genco) and other power generators and central organizations.

4. It is unfortunate that almost all the stakeholders in the electricity industry in the State, more particularly the consumers are unaware of their statutory or administrative rights and obligations. For example, practically nobody was aware of the statutory rules made by the Government of Andhra Pradesh in G.O.Ms.No.24 Energy (PR.II) Department, dated 27-02-2007, the Andhra Pradesh Works of Licensees Rules, 2007 made under Section 67 (2) of the Electricity Act, 2003. These rules lay down detailed procedure about the manner of carrying out their works affecting public and private properties and the rights of persons interested in the properties to get adequate compensation. Such ignorance still enables carrying out works arbitrarily without notice, without hearing and without paying any compensation. The efforts of the Andhra Pradesh Electricity Regulatory Commission brought these rules to light and there are many such issues involving public interest about which the citizens of the State should be made aware of.

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5. Therefore I humbly request on behalf of the Andhra Pradesh Electricity Regulatory Commission that the Hon'ble A.P. State Legal Services Authority may be pleased to make the spread of awareness about the electricity laws, rules and regulations and the rights and obligations of the consumers, part of the legal literacy programmes the authority undertakes by permitting the Vidyut Ombudsman, the Chairmen and Members of the Consumer Grievance Redressal Fora and the officers of the two distribution companies in the State to participate in the legal literacy programmes being organized by the State Legal Services Authority, the District Legal Services Authorities and Mandal Legal Services Committees. I further request that the Member Secretary of the A.P. State Legal Services Authority and the Chairmen of the District Legal Services Authorities and the Mandal Legal Services Committees may kindly be permitted to associate such persons in the legal literacy programmes being organized by them and also permit them to organize seminars, symposia, workshops and other academic programmes on these subjects which will help in creating awareness among the public.

6. I may be permitted to bring to your Lordship's notice that because of lack of awareness, aggrieved consumers on any issue are now knocking the doors of the Hon'ble High Court or Sub-ordinate Courts without availing the administrative route provided by Regulation No.3 of 2016 through the State Commission or the quasi judicial route provided by the Consumer Grievances Redressal Fora and the Vidyut Ombudsman which are more summary in nature and less expensive and more speedy. This unnecessary addition to the docket explosion of the Courts and the practical denial of relief due to laws delays and expense can be avoided by taking advantage of the alternate remedies stated above.

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7. Hence, I request that in the interest of more than 1.47 crores electricity consumers in the State of Andhra Pradesh through whom the entire population of the State is involved, the Hon'ble A.P. State Legal Services Authority may be pleased to positively consider the above request and direct the Member Secretary of the State Authority, District Authorities and Mandal Committees to coordinate with the concerned in the electricity sector accordingly. I further submit that on receiving the orders of the A.P. State Legal Services Authority in this regard, the Vidyut Ombudsman, the Consumer Grievances Redressal Fora and the distribution licensees will be instructed to work positively in the spread of awareness in coordination with the respective Legal Services Authorities.

With warm regards,

Yours sincerely,



(JUSTICE GRANDHI BHAVANI PRASAD)

To
Hon'ble Sri Justice Ramesh Ranganathan
Acting Chief Justice &
Patron-in-chief and Executive Chairman of the
A.P. State Legal Services Authority



GOVERNMENT OF ANDHRA PRADESH
A.P.STATE LEGAL SERVICES AUTHORITY

Nyaya Seva Sadan, City Civil Court Compound
Purani Haveli, Hyderabad -500 002
Ph.23446702 (O)

Tele Fax : 23446700, 23446701
E-Mail:apslsaauthority@yahoo.com
E-Mail:apslsaauthority@rediff.com
Web site: www.apslsa.ap.nic.in



P.V. RAMBABU,
MEMBER SECRETARY,
(District & Sessions Judge)

ROC. No.02/APSLSA/LSW/2017 , Dt:04 -01-2017

To
The Hon'ble Chairman,
Andhra Pradesh Electricity Regulatory
Commission, 11-4-660, 4th Floor,
Singareni Bhawan, Red Hills,
Hyderabad-500 004.

Sir,

Sub:-APSLSA - A.P. Electricity Regulatory Commission -
Coordination between Legal Services Institutions and the
Vidyut Ombudsman and Consumer Redressal Fora in
spreading awareness among the Stakeholders -
Regarding.

- Ref: 1. Your Lordship's D.O. Letter No.APERC/PS/2,
Dated: 29-12-2016, addressed to the Hon'ble Chief
Justice and Patron-in-Chief & Executive Chairman, APSLSA.
2. Note file orders dated 03-01-2017 of Hon'ble Acting
Chief Justice & Patron-in-Chief and Executive Chairman,
APSLSA.

It is respectfully submitted that the D.O. Letter received from Your Lordship is placed before the Hon'ble Acting Chief Justice and Patron-in-Chief & Executive Chairman, A.P. State Legal Services Authority, and vide note file orders in the reference 2nd cited, His Lordship is pleased to accord permission for coordinating with the Vidyut Ombudsman and Consumer Redressal Fora, in various districts in the State while conducting Legal Literacy programmes and to spread awareness about the electricity Laws, Rules, Regulations and Rights and Obligations of consumers.

Accordingly instructions have been issued to all the Chairmen, DLSAs in the State of Andhra Pradesh to coordinate with the said Authorities and to associate the officials and Members of those Electricity Institutions in the awareness programmes and other programmes to be conducted.

A copy of the letter addressed to the DLSAs is enclosed herewith for Your Lordship's kind perusal. I also enclose herewith the addresses, contact numbers and e-mail IDs of District Legal Services Authorities in the State of Andhra Pradesh.

I request that Your Lordship may kindly issue necessary instructions to the concerned Electricity Institutions in various districts of the State in this regard.

Yours faithfully


MEMBER SECRETARY

- Encl:** 1. Copy of letter dated 04-01-2017.
2. List of addresses and phone numbers of DLSAs



GOVERNMENT OF ANDHRA PRADESH
A.P.STATE LEGAL SERVICES AUTHORITY

Nyaya Seva Sadan, City Civil Court Compound
Purani Haveli, Hyderabad -500 002
Ph.23446702 (O)

Tele Fax : 23446700, 23446701
E-Mail:apslsaauthority@yahoo.com
E-Mail:apslsaauthority@rediff.com
Web site: www.apslsa.ap.nic.in



P.V. RAMBABU,
MEMBER SECRETARY,
(District & Sessions Judge)

ROC. No.01 /APSLSA/LSW/2017 , Dt:04 -01-2017

TRUE COPY

Sir/Madam,

Sub:-APSLSA - A.P. Electricity Regulatory Commission -
Coordination between Legal Services Institutions and the
Vidyut Ombudsman and Consumer Redressal Fora in the
State of A.P. in spreading awareness to the stakeholders
- Regarding.

- Ref: 1. D.O. Letter No.APERC/PS/2, Dated: 29-12-2016, of
Hon'ble Chairman, A.P. Electricity Regulatory Commission
2. Note file orders dated 03-01-2017 of Hon'ble Acting
Chief Justice & Patron-in-Chief and Executive Chairman,
APSLSA.

Adverting to the above subject and reference, I am to state that the
Hon'ble Chairman, A.P. Electricity Regulatory Commission vide letter in the
reference cited, requested for coordination between the legal services
institutions and the Vidyut Ombudsman and Consumer Grievances
Redressal Fora in the State of Andhra Pradesh in spreading awareness
about the Electricity Laws, Regulations and rights and obligations of
consumers.

The Hon'ble Acting Chief Justice and Patron-in-Chief & Executive
Chairman, APSLSA, is pleased to accord permission to the DLSAs in the
State, to coordinate with the Vidyut Ombudsman and Consumer Redressal
Fora of the Andhra Pradesh State, while conducting legal literacy
programmes and to spread awareness about the electricity laws,
Regulations and Rights and Obligations of consumers. His Lordship also
accorded permission to the Chairmen, DLSAs to associate the officials and
Members of those Electricity Institutions in the awareness programmes and
other programmes like Seminars, Workshops etc.,

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I further request you to take all necessary steps in the matter and also issue instructions to all the concerned including MLSCs in the district to coordinate with the said Electricity Institutions and associate them in spreading awareness among the consumers.

Yours faithfully

Sd/-

MEMBER SECRETARY

To
All the Chairmen,
District Legal Services Authorities
in the State of Andhra Pradesh.

// TRUE COPY //

**ADDRESS AND CONTACT DETAILS OF THE SECRETARIES OF DLSAs
IN THE STATE OF ANDHRA PRADESH**

<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Legal Services Authority, ANANTAPUR.</p>	<p>Ph.No. 08554-244166(O) Mobile No: 9440901044 dlsaanantapur@yahoo.in</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, CHITTOOR.</p>	<p>Ph.No. 08572 - 231688 (O) Mobile No:9440901045 dlsa.ctr3@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, KADAPA.</p>	<p>Ph.No. 08562- 244622 Mobile: 94409 01046 dlsakdp@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings EAST GODAVARI DISTRICT AT RAJAHMUNDRY.</p>	<p>Ph. No.0883-2470185 (O) Mobile No: 9440901047 dlsa.cg_rjy@yahoo.in</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings GUNTUR.</p>	<p>Ph.No.0863-2323886(O) Mobile No: 9440901048 dlsagnt@yahoo.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings KRISHNA AT MACHILIPATNAM</p>	<p>Ph.No.08672-223049 (O) Mobile No: 9440901051 krishnadlsa@ymail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, KURNOOL.</p>	<p>Ph.No.08518-248821 (O) Mobile No.: 9440901052 knldlsaauthority@yahoo.com</p>

<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, NELLORE.</p>	<p>Ph.No.: 0861-2330579 (O) Mobile No.: 9440901056 dlsanellore@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, PRAKASAM AT ONGOLE</p>	<p>Ph. No.:08592-280511(O) Mobile No:94409010581 prkdlsa@yahoo.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, SRIKAKULAM</p>	<p>Ph.No. 08942-224675(O) Mobile No : 94409 01060 dlsasklm@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, VISAKHAPATNAM</p>	<p>Ph. No: 0891-2575046(O) Mobile No : 94409 01061 dlsavizag@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, VIZIANAGARAM.</p>	<p>Ph. No.: 08922-255767(O) Mobile No.: 94409 01062 vzm.dlsa@gmail.com</p>
<p>The Secretary District Legal Services Authority, Nyaya Seva Sadan, District Court Buildings, WEST GODAVARI AT ELURU</p>	<p>Oph. No.: 08812-224555(O) Mobile No.: 94409 01064 dlsawgdisteluru@gmail.com</p>