



ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION

#11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Khairatabad
Hyderabad 500 004 Phones: 23397 - 381, 399, 556, 656 Fax: 2339 7378

APERC – Practice directions under Regulation 3 of 2016 -- Issued -- Reg.

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Practice Directions/APERC/01/2021

Date: 02-03-2021

Read the following:

[Andhra Pradesh Regulatory Commission Consumer Grievances Redressal Forum, Vidyut Ombudsman and Consumer Assistance Regulation, 2016 \(Regulation 3 of 2016\)](#)

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ORDER

Many instances of the Vidyut Ombudsman remanding matters (sometimes more than once) to the Consumer Grievance Redressal Fora of the DISCOMs have come to the adverse notice of the Commission. Neither the Electricity Act, 2003 ([Sections 42\(5\) to 42\(7\)](#)) nor the Regulation cited above, envisages the institution of Vidyut Ombudsman as an appellate authority over the Consumer Grievances Redressal Forum of a DISCOM. A reading of Section 42(7) of the Act along with clause [21.1 of the Regulation](#) makes it clear that the Vidyut Ombudsman is an institution having coextensive jurisdiction for redressal of consumers' grievances. The Vidyut Ombudsman has been specifically mandated to give reasonable opportunity to both parties (before him) to produce **such further oral and documentary evidence as** they may desire to produce, and hear and settle the representation on merits, on the pleadings and evidence available on record. From this it is clear that the Vidyut Ombudsman does not sit in appeal to consider a point of law alone or that he sits in judgment over the pleadings or evidence recorded before the Fora. Further, the manner of settlement of a consumer's grievance laid down in [clause 22.2 of the Regulation](#) does not contemplate remanding a matter to the CGRF by the Vidyut Ombudsman.

The above position of law is hereby brought to the notice of the Vidyut Ombudsman and the Consumer Grievance Redressal Fora of the DISCOMs for information and compliance. The Vidyut Ombudsman shall henceforth strictly adhere to the provisions of the Electricity Act, 2003 and the Regulation cited above

and dispose of the representations of consumers who are aggrieved with the orders of the CGRFs, on their own merits, without remanding cases to CGRFs.

(By order of the Commission)


Commission Secretary^(i/c)

To:

The Vidyt Ombudsman - Andhra Pradesh, 3rd Floor, Plot No.38, Sri Manjunatha Technical Services, Sri Ramachandra Nagar, Adjacent Kesineni Admin Office, Mahanadu Road, Vijayawada - 520 007.

Copy to:

The Chairperson, Consumer Grievances Redressal Forum, A.P.S.P.D.C.L, 19/13/65/A, Vidhyuth Nilayam, Srinivasapuram, Tiruchanoor Road, Tirupati - 517 503.

The Chairperson, Consumer Grievances Redressal Forum, A.P.E.P.D.C.L, 3rd Floor, New Building, Corporate Office, Visakhapatnam - 530 013.

The Chairperson, Consumer Grievances Redressal Forum, A.P.C.P.D.C.L, Corporate Office, Beside Polytechnic College, ITI Road, Vijayawada - 520 008.