

RECORD OF PROCEEDINGS DATED 19-10-2023

In the matter of implementation of APERC Licensees' Standard of Performance (Amendment) Regulation 3 of 2021 dated 4-6-2021 {3rd Amendment to APERC (Licensees' Standards of Performance) Regulation 2004} regarding payment of compensation amount to the complaining consumers automatically from some of the service areas of Schedule-II specified under Guaranteed Standards of Performance (SoP) by APCPDCL

In pursuance of the direction of this Commission, Sri Padma Janardhana Reddy, CMD of the APCPDCL, appeared personally along with Sri K.S.Parabrahman, GM (CSC) of APCPDCL.

During the hearing, it has come out that only a certain part of compensation for the 2nd quarter of FY 2022-23 was paid to the consumers and that the compensation for the remaining three quarters of FY 2022-23 and the 1st quarter of FY 2023-24 remains to be paid.

Undoubtedly, the Commission has brought out the amendment to the SoP Norms, providing for payment of compensation automatically wherever prescribed services are not rendered within the stipulated time, with a view to improve efficiency of the administration of the DISCOMs and to minimise inconvenience to the consumer public. The Norms stipulated the timelines for the DISCOMs to act.

Ex facie, these timelines are brazenly violated despite the Commission giving a number of opportunities to the DISCOM (APCPDCL) to adhere to the Norms. Admittedly, the unpaid compensation for all the four quarters of FY 2022-23 and for the 1st quarter of FY 2023-24 is overdue and the DISCOM has violated the SoP Norms in this regard.

In the first place, the Commission would like to know from the DISCOM the details of the compensation paid/to be paid for all the four quarters of FY 2022-23

and the 1st quarter of FY 2023-24. A detailed affidavit referring to all these quarters, along with the material relating to compensation payable/paid with reference to each quarter, shall be filed by the CMD. Along with the affidavit and other material, proof of payment of compensation to the eligible consumers must also be submitted. Before proceeding further, in exercise of our powers under Section 142 read with Section 143 of the Electricity Act, 2003, the Commission would first like to examine the above mentioned details/data with reference to the contents of the affidavit to be filed by the CMD. Two weeks for this purpose is granted.

Call on 07-11-2023 for compliance of this order. On the said day, the CMD, APCPDCL, shall be personally present.

Sd/-
Member/PVRR

Sd/-
Chairman

Sd/-
Member/TRS