# <u>CONSUMER GRIEVANCES REDRESSALFORUM</u> SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,

# **TIRUPATI**

## This the 03<sup>rd</sup> day of April'2024

## C.G.No.156/2023-24/Nellore Circle

## **CHAIRPERSON**

Sri. V. Srinivasa Anjaneya Murthy Former Principal District Judge

## **Members Present**

Sri. K. Ramamohan Rao	Member (Finance)
Sri. S.L. Anjani Kumar	Member (Technical)
Smt. G. Eswaramma	Member (Independent)

#### Between

Sri. R. Srinivasulu, Cinemahall Street, Gamallapalem, Chennur, Gudur (M), Nellore Dist.

#### AND

- 1. Assistant Accounts Officer/ERO/Gudur
- 2. Dy. Executive Engineer/O/Gudur
- 3. Executive Engineer/O/Gudur

#### Respondents

Complainant

This complaint came up for final hearing before this Forum through video conferencing on 21.03.2024 in the presence of the respondents and the complainant remained absent and having considered the material placed by both the parties, this Forum passed the following:

## **ORDER**

**01.** The complainant filed the complaint during Vidyut Adalat conducted on 06.03.2024 at Gudur stating that the respondents released service connection to the house in the name of his wife under Category-II instead of Category-I, that they are utilizing the power for domestic

purpose only and hence they requested for change of Category-II to Category- I but there was no response from the respondents.

- **02.** The said complaint was registered as C.G.No.156/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint they changed the category of the service connection of the complainant from Category-II to Category-I and thereby redressed the grievance of the complainant.
- **03.** Complainant absent. Heard the respondents through video conferencing.
- **04.** Subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents. The complainant did not attend the enquiry through video conferencing and did not deny the version of the respondents. However, when we contacted the complainant through phone, he admitted that the respondents changed the category of their service connection from Cat-II to Cat-I and admitted that his grievance is redressed. Hence, the complaint is closed. No order as to costs.
- **05.** The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar,

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C.G.NO.156/2023-24/NELLORE CIRCLE

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Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this the  $03^{rd}$  day of April'2024.

CHAIRPERSON

Member (Financejo 03/04/2024

Member (Technical)

Member (Independent) 34/2024

**Documents marked** 

For the complainant:NilFor the respondents:NilCopy to the

**Complainant and All the Respondents** 

**Copy Submitted to** 

The Chairman & Managing Director/Corporate Office/APSPDCL/ Tirupati.

The Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Hyderabad-04.

The Stock file.



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