

**CONSUMER GRIEVANCES REDRESSALFORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**  
**TIRUPATI**

**This the 09<sup>th</sup> day of January'2024**

**C.G.No.75/2023-24/Nellore Circle**

**CHAIRPERSON**                      **Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

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

***Between***

Smt. K.Shanthi, Gas Factory Employees Colony,  
Kovuru (M) Nellore District.

Complainant

***AND***

1. Assistant accounts Officer/ERO/Kovur
2. Dy. Executive Engineer/O/Kovuru
3. Executive Engineer/O/Kovuru

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.01.2024 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 during the Vidyut Adalat conducted on 15.11.2023 at Kovur filed the complaint stating that she is tenant and utilizing supply



- from service connection No. HSC. SC.No.3221305001191 but for the last three months bills for CC charges were not issued.
02. The said complaint was registered as C.G.No.75/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the lineman concerned by oversight wrote down the meter change slip as Pothyreddypalem instead of Gangavaram and subsequent to the complaint, they noticed the said mistake and rectified the same and issued the revised bill 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 to the hearing and did not raise any objection to the version of the respondents. Hence, this Forum opines that as the grievance of the complainant is redressed, she remained absent to the enquiry and hence, this complaint is to be closed as infructuous. Accordingly, the complaint is closed. No order as to costs.
05. The complainant is informed that if she is aggrieved by the order of the Forum, she may approach the Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, 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 09<sup>th</sup> day of January'2024.

*Vijay 09/01/24*

**CHAIRPERSON**

*K. Ramesh Babu*  
Member (Finance)  
*09/01/2024*

*M. Rama*  
Member (Technical)

*G. Eswaramma*  
Member (Independent) *9/1/2024*

**Documents marked**

**For the complainant: Nil**

**For the respondents: Nil**

**Copy to the**

**Complainant and All the Respondents**

**Copy Submitted to**

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

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

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

**The Stock file.**

*Vijay*