

**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.77/2023-24/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. P.Rajeswari, Satyavathi Nagar,  
Chinnapadugupadu, 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 having service connection SC.No. 3221302006260 and that she received huge amount of CC bill due



to defect in the meter and she requested for revision of the bill but there was no response from the respondents.

02. The said complaint was registered as C.G.No.77/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on verification of consumption pattern, they noticed that the highest consumption during the last year was 250 units only but at the time of change of the meter the meter was scanned abnormally to 3027 units by taking final reading at 14489 and hence they revised the bill for the month of November'2023 by taking average consumption at 136 units which is an average of six months consumption and the bill will be revised after receiving MRT test report.
03. Complainant absent. Heard the respondents through video conferencing
04. The complainant did not attend to the enquiry and there was no representation for the complainant. It seems that the complainant has no interest to prosecute the matter further. Hence, this complaint can be dismissed for default. Accordingly, the complaint is dismissed for default.
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 09th day of January'2024.

*Venky* 09/01/24

**CHAIRPERSON**

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

*Hanumanth*  
Member (Technical)

*G. S. Srinivasan*  
Member (Independent)

**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.**

*Venky*