

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

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

**C.G.No.127/2023-24/Tirupati 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***

Sri. G.Subramanyam Chowdary, D.No.14-137,  
Bus Stand, Penumuru (M), Chittoor Dist. Complainant

***AND***

1. Assistant Accounts Officer/ ERO/Chittoor Town
2. Dy. Executive Engineer/O/Chittoor CCO
3. Executive Engineer/O/Chittoor Town Respondents

This complaint came up for final hearing before this Forum through video conferencing on 21.03.2024 in the presence of complainant and respondents 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 07.02.2024 at Penumuru filed the complaint stating that he is having two domestic and two agricultural service connections but the respondents without



intimation to him affected master changes in the records in the name of others and he requested to cancel the master changes but in vain.

02. The said complaint was registered as C.G.No.127/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they rectified the mistake and thereby redressed the grievance of the complainant.
03. Heard both the parties through video conferencing.
04. Subsequent to filing of the complaint, the respondents reverted back the master changes as requested by the complainant and thereby the grievance of the complainant is resolved by the respondents. The respondents also produced copy of the satisfaction letter issued by the complainant. The complainant during the enquiry through video conferencing admitted that the respondents rectified the mistake by reverting back the master changes as per his request and further admitted his issuing satisfaction letter and requested to close the complaint. Accordingly, 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,




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 03<sup>rd</sup> day of April'2024.

 3/4/24

**CHAIRPERSON**

  
Member (Finance)  
3/04/2024

  
Member (Technical)

  
Member (Independent) 3/4/2024

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

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

**The Stock file.**

