

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

This the 09th day of January'2024

C.G.No.83/2023-24/Tirupati 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.T.Balachandra Singh D.No.5/71,
East Street, Karvetinagar (M), Chittoor Dt.

Complainant

AND

1. Assistant Accounts Officer/ERO/Karvetinagaram
2. Dy. Executive Engineer/O Karvetinagaram
3. Executive Engineer/O/Puttur

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 filed the complaint stating that service connection SC.No.5343300000177 stood in the name of his father and the said service was bill stopped from April'2023 and did not issue the regular bills and when he demanded for issuance of CC bills, the respondents

- issued the CC bill for Rs.17,849/- which is abnormal and he requested the respondents to revise the said bill but there was no response.
- 02.** The said complaint was registered as C.G.No.83/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they conducted an enquiry and revised the bill for Rs.14,900/- and thereby reduced the original bill amount and the complainant paid the said amount on 12.12.2023 and now the said service connection is under live status.
- 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. Further, the complainant paid the revised bill amount which shows that he has satisfied with the action of the respondents on his complaint. Hence, this Forum recorded the version of the respondents and opine that the complainant did not attend to the enquiry as his grievance was redressed 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 he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd 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.

09/01/24
CHAIRPERSON

K. Ramesh Babu
Member (Finance)

Manu
Member (Technical)

G. Eswaranna
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, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

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

The Stock file.