

**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**

**TIRUPATI**

**This 06<sup>th</sup> day of February' 2025**

**C.G.No.253/2024-25/Anantapur 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)**

***Between***

Smt. G. Jayamma, D.No.28-1-519,  
Buddappa Nagar, Anantapur Dist.

Complainant

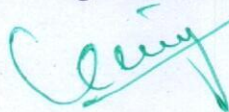
***AND***

1. Superintending Engineer/O/Anantapur
2. Assistant Accounts Officer/ERO/Anantapur (E)
3. Dy.Executive Engineer/O/Anantapur (T)
4. Executive Engineer/O/Anantapur      Respondents

This complaint came up for final hearing before this Forum through video conferencing on 05.02.2025 in the presence of the respondents, 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 she is having service connection SC.No.7112301072085 and the respondents issued CC bill for the month of January' 2025 for huge amount and hence the CC bill is to be revised.



02. The said complaint was registered as C.G.No.253/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the CC bill for the month of January'2025 was issued as per the Tariff Order for Retail Sale of Electricity for F.Y. 2024-25 and FPPCA Charges are arrived as per the instructions of the Hon'ble APERC and there is no abnormality in the CC bill.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that the CC bill for the month of January'2025 was issued as per the Tariff Order for Retail Sale of Electricity for F.Y. 2024-25 and FPPCA Charges are arrived as per the instructions of the Hon'ble APERC and there is no abnormality in the CC bill. We perused the bill in question and it is as under:

Parameters	Billed Amount (Rs)
Billed units	1.00
Energy Charges (EC)	1.90
Fixed Charges (FC)	10.00
Customer Charges (CC)	25.00
Electricity Duty (ED)	0.06
FPPCA (2022-05)	138.60
FPPCA(2023-05)	77.62
FPPCA(2024-12)	29.60
True up Charges(30/36)	40.40
Rounded Off	-0.18
<b>Total Bill Amount 01/2025</b>	<b>323.00</b>

As could be seen from the above bill it seems that though the billed units is one unit, because of the energy charges, fixed charges, customer

charges, electricity duty, FPPCA Charges installments for the years 2022-23 and 2024 and true up charges, the bill was generated for Rs.323/- and the respondents claimed the above charges as per the instructions of the Hon'ble APERC and Tariff Order 2024-25 and hence there is no abnormality in the CC bill issued by the respondents. Hence, this complaint is devoid of merits and is dismissed. There is no order as to costs.

04. The complainant is informed that if she is aggrieved by the order of the Forum, she 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](http://vidyutombudsman.ap.gov.in).

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 06<sup>th</sup> day of February'2025.

*Chaitany 06/02/2025*  
**CHAIRPERSON**

*K. Ramachandra Rao*  
Member (Finance)  
*06/02/2025*

*Shane*  
Member (Technical)

**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/Vidyut Niyantana Bhavan, Adjacent to  
220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road,  
Kurnool-518002, State of Andhra Pradesh.

The Stock file.

*Leung*  
*06/02/2025*