

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

TIRUPATI

This 22nd day of February'2025

C.G.No.276/2024-25/Kadapa 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

Sri. S. Shamiunnisa, D.No.8/745,
Vakkalpet, Nellore Dist.

Complainant

✓ Kadapa ✓

AND

1. Superintending Engineer/O/Kadapa
2. Assistant Accounts Officer/ERO/Kadapa-1
3. Dy.Executive Engineer/O/Kadapa
4. Executive Engineer/O/Kadapa

Respondents

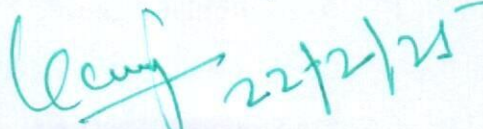
This complaint came up for final hearing before this Forum through video conferencing on 21.02.2025 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

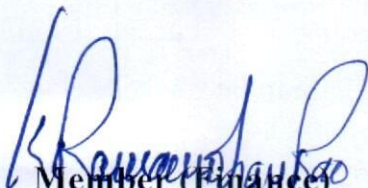
ORDER

01. The complainant filed the complaint during the Vidyut Adalat conducted on 24.01.2025 at Kadapa stating that she is having service connection SC.No. 2121205000336 and the respondents issued CC bills for the period from the year 2022 to 2024 for huge amounts and the same are to be revised.

02. The said complaint was registered as C.G.No.276/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that on receiving the complaint, they verified the bills and noticed that some abnormality in the bills and hence revised the bills and balance amount of Rs.717/- was also paid by the complainant and thereby they resolved the grievance of the complainant.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that on receiving the complaint, they verified the bills and noticed that some abnormality in the bills and hence revised the bills and balance amount of Rs.717/- was also paid by the complainant and thereby they resolved the grievance of the complainant. When we contacted the complainant through phone, she reported her satisfaction about the revision of bills by the respondents and requested to close the complaint. Since the grievance of the complainant is redressed, the complaint is closed. 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, 3rd Floor, Plot. No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.18.1 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 22nd day of February'2025.


CHAIRPERSON


Member (Finance)
22/2/2025


Member (Technical)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and post

All the Respondents

Copy Submitted to

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

The Vidyut Ombudsman, 3rd Floor, Plot No.38, SriramachandraNagar,
Vijayawada-08.

The Secretary/Hon'ble APERC/Vidyut Niyantrana Bhavan, Adjacent to
220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road,
Kurnool-518002, State of Andhra Pradesh.

The Stock file.

Clear
22/24/25

