

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

This 07th day of December' 2024

C.G.No.150/2024-25/Nellore 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. M. Rama Devi, Thopugunta,
Brundavanam Layout, Kaluvoy (M),
Nellore District.

Complainant

AND

1. Dy. Executive Engineer/O/Rapur
2. Executive Engineer/O/Nellore Rural

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.12.2024 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 04.10.2024 at Kaluvoya stating that the respondents when released service connection to her house fixed single phase



meter instead of three phase meter and she several times requested the respondents to fix the three phase meter but in vain.

02. The said complaint was registered as C.G.No.150/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they fixed three phase meter by removing the single phase meter and they resolved the grievance of the complainant.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents submit that subsequent to the complaint, they fixed three phase meter by removing the single phase meter and they resolved the grievance of the complainant. The complainant issued letter of satisfaction admitting that the respondents fixed three phase meter. 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.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 07th day of December'2024.

[Handwritten signature] 07/12/24

CHAIRPERSON

[Handwritten signature]
Member (Finance)
07/12/2024

[Handwritten signature]
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, 3rd Floor, Plot No.38, Sriramachandra
Nagar, 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.

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07/12/24