

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

This the 07th day of August' 2024

C.G.No.89/2024-25/ 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)
Smt. G. Eswaramma	Member (Independent)

Between

M. Srinivasa Rao, D.No.24-7-458 C,
Ravindra Nagar 2nd Line,
Kondagapalem Gate,
Nellore District.

Complainant

AND

1. Assistant Accounts Officer/ERO/Nellore Town-II
2. Dy. Executive Engineer/O/Rammurthy Nagar
3. Executive Engineer/O/Nellore Town

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 05.08.2024 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 during the Vidyut Adalat conducted on 08.07.2024 at Nellore filed the complaint stating that the respondents issued excess CC



bills for the months of June and July' 2024 and the said bills are to be revised.

02. The said complaint was registered as C.G.No.89/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that subsequent to the complaint, they inspected the premises of the complainant and noticed that the category of the service was changed from commercial to domestic on 12.03.2024 and the meter was stuck up during the month June'2024 and hence the CC bill was issued for the average units but after meter replacement the average consumption of the complainant was noticed at 6.04 units per day only and basing on the said average consumption, the CC bills for the months of June and July'2024 are revised and the excess amount standing at the credit of the complainant was arrived at Rs.10,779/- and the same will be adjusted in the CC bills of the future months and thereby resolved the issue.
03. Complainant absent. Heard the respondents through video conferencing.
04. The complainant when we contacted him through phone, reported that his bill was revised to his satisfaction and requested to close the complaint. Since subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents, this Forum opines that this



complaint is to be closed as the purpose is served. 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 07th day of August'2024.

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CHAIRPERSON

[Handwritten signature]
Member (Finance)
07/08/2024

[Handwritten signature]
Member (Technical)

[Handwritten signature] 7/8/2024
Member (Independent)

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07/08/24

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.