

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

This the 03rd day of September' 2024

C.G.No.63/2024-25/ 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

K. Yashika, B.V. Nagar Center,
Nellore Town- 1.

Complainant

AND

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

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 22.08.2024 in the presence of the complainant's father and respondents and having considered the material placed by both the parties, this Forum passed the following:

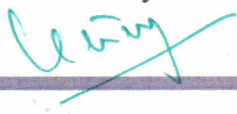
ORDER

01. The complainant filed the complaint stating that during the period 15.03.2023 and 10.05.2023 they did not utilize the power of their service connection SC.No.3311308208006 but they have received CC bills for huge amounts and then they suspected fault with DTR and applied for



testing of the DTR by paying necessary fees but they have not received test report and there was no response from the respondents.

02. The said complaint was registered as C.G.No.63/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have received the DTR test report on 14.08.2024 which discloses that the said DTR is defective one and as such wrong billing done for the months from May'2023 to August'2023 and accordingly the said CC bills for that period were revised and out of the bill amount of Rs.3,54,783/- an amount of Rs.2,77,893/- was withdrawn and the complainant paid the balance amount of Rs.1,403/- towards CC charges for the said period and thereby the grievance of the complainant was redressed.
03. Heard Complainant's father and the respondents through video conferencing.
04. Subsequent to filing of the complaint, the grievance of the complainant is resolved by the respondents. The father of the complainant during the enquiry has stated that the respondents revised the wrong bills correctly and she also paid the revised CC bill amount of Rs.1,403/- as directed by the respondents and their issue is settled and requested to close the complaint. Hence, this Forum opines that this complaint is to be closed as the grievance of the complainant is redressed. Accordingly, the complaint is closed. No order as to costs.
05. The complainant is informed that if she is aggrieved by the order of the Forum, she 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 03rd day of September'2024.

Chairman
03/09/2024

CHAIRPERSON

Ramachandra Rao
Member (Finance)
03/09/2024

[Signature]
Member (Technical)

G. Sreenivas
Member (Independent)

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

The Stock file.

Chairman
03/09/2024