

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

**This 06<sup>th</sup> day of September' 2024**

**C.G.No.109/2024-25/Resco Kuppam Circle**

**CHAIRPERSON**      **Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

<b>Sri. K. Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>
<b>Smt. G. Eswaramma</b>	<b>Member (Independent)</b>

***Between***

Sri. V. Venkata Raju, Yerraguttachenu,  
Adavi Buduguru, Kuppam (M),  
Chittoor Dt.

Complainant

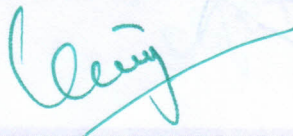
***AND***

1. Assistant Accounts Officer/ERO/RESCO/Kuppam
  2. Dy. Executive Engineer/O/Kuppam
  3. Executive Engineer/O/Kuppam
- Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.09.2024 in the presence of the respondents and the complainant remained absent and having considered the complaint and submissions of both the parties, this Forum passed the following:

**ORDER**

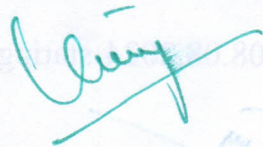
- 01.** The complainant filed the complaint during the Vidyut Adalat conducted at Kuppam on 08.08.2024 stating that about six months





back the electric meter of his service connection SC.No.447 was burnt and the respondents issued bill for huge CC charges and requested for replacement of the burnt meter with new meter.

02. The said complaint was registered as C.G.No.109/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that they have replaced the burnt meter with a new meter on 17.08.2024 and redressed the grievance of the complainant.
03. Complainant absent. Heard respondents through video conferencing. Subsequent to the complaint, the respondents replaced the burnt meter with a good condition meter. The complainant when we contacted him through phone admitted the same and requested to close the complaint as his grievance is redressed. Hence, the complaint is closed. There is no order as to costs.
04. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyt 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.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 06<sup>th</sup> day of September'2024.

*Venky 06/09/2024*  
**CHAIRPERSON**

*[Signature]*  
Member (Finance)  
*06/09/2024*

*[Signature]*  
Member (Technical)

*[Signature]*  
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, 3<sup>rd</sup> 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.**

*Venky*  
*06/09/2024*