

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

**This 03<sup>rd</sup> day of October' 2024**

**C.G.No.115/2024-25/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***

Smt. P. Rajamma & Others, D.No. 3-37,  
Vepuru, Mittapalli, Kuppam  
Chittoor District.

Complainant

***AND***

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

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 03.10.2024 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following

**ORDER**

- 01.** The complainant Smt. Rajamma W/o. Panduraju filed the complaint during Vidyut Adalat conducted at Kuppam on 08.08.2024 stating



that she applied for agriculture service connection SC.No.475 for 7.5 HP in the year 2009 and in the year 2016 she got enhanced load to 17.5 HP by paying the necessary deposit amounts, but in the records of the respondents the additional load was recorded in the name of Rajamma W/o. Chinnaiah who is another consumer instead of in her name and the said mistake is to be rectified.

02. The said complaint was registered as C.G.No.115/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that by mistake the additional load was recorded in the name of another consumer Rajamma W/o. Chinnaiah for SC.No.454 instead of SC.No.475 of the complainant and on receiving the complaint, the said mistake was rectified and the Managing Director issued rectification orders on 01.10.2024 and the corrections were carried on in the records.
03. Heard the complainant and respondents through video conferencing. The respondents submit that on receiving the complaint, the mistake was rectified and produced copy of the order Dt: 01.10.2024 issued by the Managing Director correcting the mistake. The order copy shows that for Service connection No.475 the total load 17.5 HP is recorded in the name of the complainant Smt. Rajamma



W/o. Panduraju. Since the grievance of the complainant is redressed and purpose of the complainant is served, 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, 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 03<sup>rd</sup> day of October'2024.

*C. Srinivas* 03/10/24  
CHAIRPERSON

*K. Ramesh Babu Rao*  
Member (Finance)  
03/10/2024  
Documents marked

*[Signature]*  
Member (Technical)

*G. Eswaram*  
Member (Independent)

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

The Stock file.

*C. Srinivas*