

**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**

**TIRUPATI**

**This 05<sup>th</sup> day of May'2025**

**C.G.No.314/2024-25/Sri Satya Sai 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***

Sri. Y. Shiva Kumar Yadav, D.No.1/25,  
NTR Circle, Kadiri (M), Sri Satya Sai Dist.

Complainant

***AND***

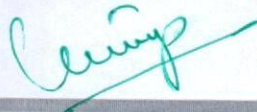
1. Superintending Engineer/O/Sri Satya Sai
2. Dy.Executive Engineer/O/Kadiri Town
3. Executive Engineer/O/Kadiri

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 05.05.2025 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

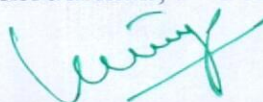
**ORDER**

- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 25.02.2025 at Kadiri stating that he is having service connection SC.No.7411203010868 under Category-II and he was issued with CC bill for Rs.3,989/- for February'2025 but in the online the CC bill is shown as Rs.6,900/- and hence the bill in the online is to be corrected.





02. The said complaint was registered as C.G.No.314/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that an amount of Rs.2,415/- towards shortfall amount raised in the internal audit was added to the CC bill for Rs.3,989/- and now the said shortfall amount is deleted from the CC bill and separate notice was issued to the complainant demanding for shortfall amount.
03. Heard the respondents through video conferencing. Complainant remained absent. The respondents submit that an amount of Rs.2,415/- towards shortfall amount raised in the internal audit was added to the CC bill for Rs.3,989/- and now the said shortfall amount is deleted from the CC bill and separate notice was issued to the complainant demanding for shortfall amount. We confirmed same on verification of the account copy from the website of APSPDCL. Since the grievance of the complainant is redressed, the complaint is closed. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.
04. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot.

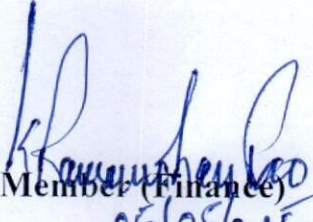





No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar,  
Mahanadu Road, Vijayawada-08 in terms of Clause.18.1 of  
Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the  
date of receipt of this order and the prescribed format is available in  
the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and  
pronounced in the open Forum on this 05<sup>th</sup> day of May'2025.

  
CHAIRPERSON

  
Member (Finance)  
05/05/2025

  
Member (Technical)

**Documents marked**

For the complainant: Nil

For the respondents: Nil

**Copy to the**

Complainant through whatsapp and Post

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, Dinnedevarapadu Road,  
Kurnool-518002, State of Andhra Pradesh.

The Stock file.



