

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

TIRUPATI

This 22nd day of February'2025
C.G.No.201/2024-25/Tirupati 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. K.Chellamma, Varadaiahpalem (M)
Tirupati Dist.

Complainant

AND

1. Superintending Engineer/O/Tirupati
2. Dy. Executive Engineer/O/Nagalapuram
3. Executive Engineer/O/Puttur

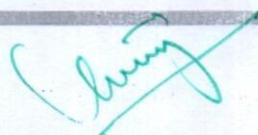
Respondents

This complaint came up for final hearing before this Forum through video conferencing on 21.02.2025 in the presence of the complainant's son and respondents 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 04.12.2024 at Cherivi (Sricity Campus) stating that she is utilizing service connection SC.No.5331400003043 and the respondents issued bills for excess CC charges and hence the bills are to be revised.


- 02.** The said complaint was registered as C.G.No.201/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response.
- 03.** Heard the complainant's son and respondents through video conferencing. The respondents submit that the service was released on 19.02.2015 under Category-I, that the meter was forwarded to MRT Lab at Tirupati for testing and they received the test report that the meter could not be connected to the meter test bench since the meter is TB burnt and hence they verified the records and revised the bills wherever they found abnormality in the bills. They further stated that the CC bills are revised three times vide RJ No's. (1) C.R. RJ.No.10/18-Rs.10,022/- (2) CR RJ.No.07/24-Rs.10,646/- and (3) CR.RJ.No.25/24-Rs.25,644/- (Total Rs.46,312/-). The complainant's son who is present in the enquiry representing his mother/complainant except pleading that the respondents issued excess CC bills, did not produce any material to explain in which months the excess CC bills were issued. Considering the facts and circumstances of the case, we are of the opinion that the respondents rightly, by following the rules in vogue, revised the CC bills and redressed the grievance of the complainant. Since the grievance of the complainant is redressed, 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, 3rd 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 22nd day of February'2025.


CHAIRPERSON


Member (Finance)
22/02/2025


Member (Technical)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and post

All the Respondents

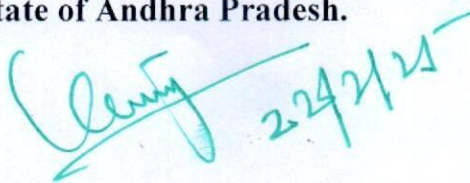
Copy Submitted to

The Chairman & Managing Director/Corporate Office/APSPDCL/Tirupati.

The Vidyut Ombudsman, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Vidyut Niyंत्रana Bhavan, Adjacent to 220/132/33/11 KV AP Carbides Sub Station, Dinnedavarapadu Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.


22/2/25

Handwritten scribble or signature

Handwritten notes including a date: 23/05/22