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

TIRUPATI

This 25th day of March'2025 C.G.No.296/2024-25/Tirupati Circle

CHAIRPERSON

Sri. V. Srinivasa Anjaneya Murthy Former Principal District Judge

Members Present

Sri. S.L. Anjani Kumar

Member (Technical)

Smt. W. Vijaya Lakshmi

Member (Independent)

Between

Smt. M. Kalavathi, D.No.14-40, Kamathampalli, Pakala (M), Tirupati Dist.

Complainant

AND

- 1. Superintending Engineer/O/Tirupati
- 2. Assistant Accounts Officer/ERO/Pakala
- 3. Dy.Executive Engineer/O/Pakala
- 4. Executive Engineer/O/Tirupati Rural

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 18.03.2025 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

on 13.02.2025 at Pakala stating that she applied for title transfer of SC.No.5411212002463 in her name but there is no response from the respondents. She further submit that the respondents issued CC charges bills for December'2024 and January'2025 for huge amounts and they are to be revised.

C.G.NO. 296/2024-25/TIRUPATI CIRCLE

- O2. The said complaint was registered as C.G.No.296/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant did not register application as per procedure before making the complaint and after the complaint on their advice she registered the application and immediately they changed the name in the records in her favour. They further submit that the bills for December'2024 and January'2025 were issued with relevant tariff orders for the correct amounts and they explained the same to the complainant and having satisfied she paid the CC charges.
- Heard the respondents through video conferencing. Complainant 03. remained absent. The respondents submit that the complainant did not register application as per procedure before making the complaint and after the complaint on their advice she registered the application and immediately they changed the name in the records in her favour. They December'2024 further submit that the bills for and January'2025 were issued with relevant tariff orders for the correct amounts and they explained the same to the complainant and having satisfied she paid the CC charges. The complainant issued letter of satisfaction confirming the name transfer. Since the complainant paid the CC charges for December'2024 and January'2025, it deems that

she has satisfied with the correctness of the said bills. 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.

O4. 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 25th day of March'2025.

CHAIRPERSON

Member (Technical)

Member (Independent)

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

The Stock file.