

02. 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.


03. Heard the respondents through video conferencing. Complainant 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 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. 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

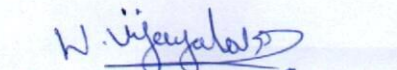
she has satisfied with the correctness of the said bills. Since the grievance of the complainant is redressed, the complaint is closed. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.

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

The Stock file.

