

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

TIRUPATI
This 10th day of April'2025

C.G.No.304/2024-25/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)
Smt. W. Vijaya Lakshmi	Member (Independent)

Between

Smt. K.Rajeswari, D.No.5-3-1, Sairam Street
Gajulamandyam, Renigunta (M), Tirupati District. **Complainant**

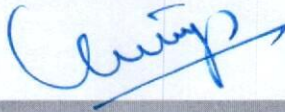
AND

- | | |
|---|--------------------|
| 1. Superintending Engineer/O/Tirupati | |
| 2. Assistant Accounts Officer/ERO/Tirupati - II | |
| 3. Dy.Executive Engineer/O/Renigunta | |
| 4. Executive Engineer/O/Tirupati Town | Respondents |

This complaint came up for final hearing before this Forum through video conferencing on 08.04.2025 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following

ORDER

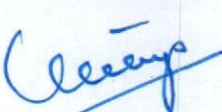
- 01.** The complainant filed the complaint during the Vidyut Adalat conducted on 24.02.2025 at Renigunta stating that she is having agricultural service connection SC.No.5545203001612 but without any intimation the respondents disconnected the said service connection and it is to be restored.

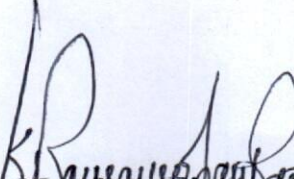



02. The said complaint was registered as C.G.No.304/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the service connection of the complainant is under bill stop status and on receiving the complaint, they collected the CC charges and SD charges and changed the status from bill stop to live and redressed the grievance of the complainant.
03. Heard the complainant and respondents through video conferencing. The respondents submit that the service connection of the complainant is under bill stop status and on receiving the complaint, they collected the CC charges and SD charges and changed the status from bill stop to live and redressed the grievance of the complainant. The complainant also admitted the same. 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

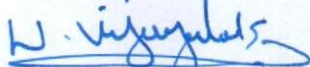
date of receipt of this order and the prescribed format is available in the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-1 corrected and pronounced in the open Forum on this 10th day of April'2025.

 10/04/25
CHAIRPERSON


Member (Finance)
10/04/2025


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

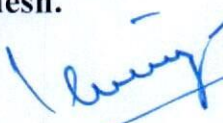
Copy Submitted to

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

The Stock file.

 10/04/25

1/10/1907

2/1/1907

3/1/1907

4/1/1907

5/1/1907

27/10/1907