

**CONSUMER GRIEVANCES REDRESSALFORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,**  
**TIRUPATI**

**This 07<sup>th</sup> day of August' 2024**  
**C.G.No.95/2024-25/Tirupati Circle**

**CHAIRPERSON**      **Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge \**

**Members Present**

<b>Sri. K. Ramamohan Rao</b>	<b>Member (Finance)</b>
<b>Sri. S.L. Anjani Kumar</b>	<b>Member (Technical)</b>
<b>Smt. G. Eswaramma</b>	<b>Member (Independent)</b>

***Between***

Smt. M. Vijaya Lakshmi, Surappagaripalli,  
Piler (M), Chittoor District.      Complainant

***AND***

1. Assistant Accounts Officer/O/Piler	
2. Dy. Executive Engineer/O/Piler CCO	
3. Executive Engineer/O/Piler	Respondents

This complaint came up for final hearing before this Forum through video conferencing on 05.08.2024 in the presence of the respondents, complainant remained absent and having considered the material placed by both the parties, this Forum passed the following

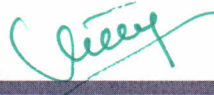
**ORDER**

**01.** The complainant filed the complaint during the Vidyut Adalat conducted on 10.07.2024 at Piler stating that she received excess CC



bill for her service connection for the month of April'2024 and requested to revise the same.


02. The said complaint was registered as C.G.No.95/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that after inspecting the average readings of consumption, the disputed bill was revised to the satisfaction of the complainant and they also produced copy of letter of satisfaction issued by the complainant.
03. Heard respondents through video conferencing. Complainant remained absent. The respondents subsequent to the complaint, revised and corrected the wrong bill to the satisfaction of the complainant. When we contacted the complainant through phone, the complainant reported that the bill was revised to her satisfaction and she also issued letter of satisfaction and requested to close the complaint as purpose is served. Since the grievance of the complainant was redressed, this Forum feel that this complaint can be closed.
04. ***In the result***, the complaint is closed. There is no order as to costs.
05. The complainant is informed that if she is aggrieved by the order of the Forum, she 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.13 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 07<sup>th</sup> day of August'2024.

  
CHAIRPERSON

  
Member (Finance)  
07/08/2024

  
Member (Technical)

  
Member (Independent) 7/8/2024

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant and 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, Dinnedevaram Road, Kurnool-518002, State of Andhra Pradesh.

The Stock file.

  
07/08/24