

**BEFORE THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**OF SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED**  
**TIRUPATI**

**This the 6<sup>th</sup> day of October 2012**

**C.G.No:104/2012-13/ Tirupati Circle**

*Present*

*Sri K. Paul*  
*Sri A. Venugopal*  
*Sri T. Rajeswara Rao*  
*Sri K. Rajendra Reddy*

*Chairperson*  
*Member ( Accounts )*  
*Member ( Legal )*  
*Member ( Consumer Affairs )*

*Between*

Sri D.Rama Naidu  
Puthalapattu Village, Post & Mandal,  
Chittoor-Dist

Complainants

*And*

1. Assistant Accounts Officer/ERO/Town/Chittoor
2. Assistant Engineer/Operation/Puthalapattu
3. Assistant Divisional Engineer/Operation/Rurals-I/Chittoor
4. Divisional Engineer/Operation/Town/Chittoor

Respondents

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Sri D.Rama Naidu resident of Puthalapattu Village, Post & Mandal, Chittoor-Dist herein called the complainants, in his complaint dt:23-5-2012 filed in the Forum on dt:23-5-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 had stated that

1. He is having one industrial service for his rice mill with SCNo: 24 having contracted load of 25 HP at Puthalapattu village and post of Chittoor-Dist.
2. He is running the above rice mill for the past 50 years.
3. In the year 2008 the motor of the rice mill was replaced for repair.
4. He received extra surcharge for his service above in the recent.
5. Requested for rectification of the bills.

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Notices were served upon the respondents duly enclosing a copy of complaint.

**The respondent-1 i.e. the Assistant Engineer/Operation/Puthalapattu in his written submission dt:25-6-2012 received in this office on dt:24-09-2012 stated that**

In the letter Dt:25-5-2012 the AAO/ERO/Town/Chittoor was communicated to this office that the complaint was attended and rectified on 25-5-2012.

**Findings of the Forum:**

1. The grievance of the complainant is about billing of his rice mill service levying surcharge beyond his paying capacity and requested for rectification of the bills.
2. The grievance being a billing complaint shall be resolved within 7 working days from the date of the complaint in accordance with Guaranteed Standards of Performance
3. Here in this case the complaint was made on 23-5-2012 and was reported that the same was rectified by 25-5-2012 i.e. within the specified period, but the action taken is not explained by the respondents
4. As seen from the account copy of the service the consumer is failed to maintain required power factor ranging from 0.41 to a maximum of 0.89 the highest observed in the month of 2/2012 and hence it is felt that the said surcharge is on account of low power factor recorded.
5. As such grievance of the complainant is not having considerable merits and hence set aside.

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6. He is advised that he shall maintain the minimum power factor of 0.95 failing which his bills will be on high side on account of recent billing methodology of considering the units as KVAH instead of KWH.

In view of the above, the Forum passed the following order.

**ORDER**

The complainant is advised to maintain his capacitor apparatus in good working condition at their rated capacity in order to bring down his power bills.

Accordingly the case is allowed and disposed off

If aggrieved by this order, the complainant may represent to the Vidyut Ombudsman, O/o the APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on this the 6<sup>th</sup> day of October 2012.

Sd/-  
**Member (Legal)**

Sd/-  
**Member (C.A)**

Sd/-  
**Member (Accounts)**

Sd/-  
**Chairperson**

**Forwarded by Orders**

**Secretary to the Forum**

To  
The Complainant  
The Respondents  
Copy submitted to the Honourable Ombudsman, APERC, 5<sup>th</sup> floor, Singarenibhavan, Redhills, Hyderabad-500004.  
Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.

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Filename: Order.104  
Directory: E:\CGRF Cases\Cases 2012-13\Tirupati\TPT 104  
Template: C:\Documents and Settings\Administrator\Application  
Data\Microsoft\Templates\Normal.dot  
Title:  
Subject:  
Author: CGRF  
Keywords:  
Comments:  
Creation Date: 17/08/12 10:14:00 AM  
Change Number: 497  
Last Saved On: 06/10/12 4:32:00 PM  
Last Saved By: CGRF  
Total Editing Time: 141 Minutes  
Last Printed On: 23/11/13 5:46:00 PM  
As of Last Complete Printing  
Number of Pages: 3  
Number of Words: 580 (approx.)  
Number of Characters: 3,308 (approx.)