

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

**This the 29<sup>th</sup> day of October 2012**

**C.G.No:195/2012-13/ 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. A. Nataraja Naidu,  
Kaverirajupuram,  
Amudala Post,  
Palasamudram Mandal,  
Chittoor-Dist

Complainants

*and*

1. Assistant Accounts Officer/ERO/Town/Chittoor  
2. Assistant Engineer/Operation/Palasamudram  
3. Assistant Divisional Engineer/Operation/Town-2/Chittoor

Respondents

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Sri. A. Nataraja Naidu resident of Kaverirajupuram Amudala Post, Palasamudram Mandal, Chittoor-Dist herein called the complainant, in his complaint dt:24-9-2012 filed in the Forum on dt:24-9-2012 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 running a rice mill bearing SC.No.5111302000035 at Kaverirajupuram village of Palasamudram Mandal in Chittoor district.
2. He is utilizing capacitor also for his service above and the connected load is in order.
3. But he is receiving CC bills on high side for his service above.

{PAGE }

*C.G.No:195/2012-13/Tirupati Circle*

4. Requested for replacement of the meter suspecting its performance on account of the bills received on high side.

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

**The respondent-4 i.e., the Additional Assistant Engineer, Operation, Palasamudram, in his written submission dt:12-10-2012 received in this office on dt:17-10-2012 stated that**

1. The Assistant Engineer, CT Meters, Chittoor had inspected the service in the presence of the consumer A.Bhaskara Naidu, S/o Nataraja Naidu, and N.Mohana Chetty, Additional Assistant Engineer, Operation, Palasamudram and Amarnadh, Junior Lineman, A.Puttur distribution and the CT meter found OK as per the inspection report of the Assistant Engineer, CT Meters, Chittoor.
2. But the capacitor connections are not proper and one phase is disconnected at the time of inspection by the Assistant Engineer, CT Meters, Chittoor.
3. The same may be intimated to the consumer and capacitor connections are connected with help of Amarnath, junior lineman, A.Puttur distribution.

**Findings of the Forum:**

1. The grievance of the complainant is that, he received CC.bills on high side for his rice mill though he is utilizing capacitors and the load is in order and requested for reduction of the CC.bills and replacement of the existing meter.
2. The complaint is on the performance of the meter and hence it is a metering complaint which is to be resolved within 30 days from the date of the complaint in accordance with the standards of the performance.
3. Here in this case the complainant made the complaint on 24-9-2012 and hence is to be resolved by 23-10-2012.

{PAGE }

4. But as per the version of the respondents it is not a fault of the meter of the service, but the high bills are on account of improper connections of the capacitor and one phase of it was disconnected at the time of inspection of the service by the AE/CT.Meters/Chittoor in the presence of the complainant, the territorial AE and the Junior line man concerned.
5. As could be seen from the test report dt: 11-10-2012 of the meter it is evident that the said complainant was also present during the testing of the meter and signed inspection form duly accepting the contents wherein it was mentioned that the results are found satisfactory.
6. In fact the meter was recording KVAH with 8.36% negative error (which is beyond permissible limits) before its testing on 11-10-2012 and was made to (+) 0.18% after the testing.
7. Even at the time of testing, the power factor was 0.89 lead which requires correction in the capacitor connections as over compensation also is not advisable and also it was reported that the capacitor connections were rectified.
8. As such Forum feels that there is no necessity of replacement of the meter and also rectification of the bills already issued and hence the request of the complainant is totally set aside.

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

**ORDER**

The complainant is advised to maintain power factor close to unity (1) by connecting healthy capacitors of appropriate capacity with due consultation of technicians in that area.

Accordingly the case is disallowed and disposed off.

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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 29<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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