

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

**This the 23<sup>rd</sup> day of November 2012**

**C.G.No:210/2012-13/Vijayawada 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. Andru Suresh Babu  
C/o Satyanarayana  
DNo: 43-1., Atkuru Village,  
Atkuru Post., G.Konduru Mandal,  
Krishna-Dist-521229

Complainant

*And*

1. Assistant Divisional Engineer/Operation/Ibrahimpatnam  
2. Chief General Manager/Operation/APSPDCL/Tirupati  
3. Chief General Manager/Finance/APSPDCL/Tirupati  
4. Senior Accounts Officer/Operation/Vijayawada  
5. Superintending Engineer/Operation/Vijayawada

Respondents

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Sri. Andru Suresh Babu, C/o Satyanarayana resident of DNo: 43-1., Atkuru Village, Atkuru Post., G.Konduru Mandal, Krishna-Dist-521229 herein called the complainant, in her complaint dt:09-10-2012 filed in the Forum on dt:09-10-2012 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 a consumer under HT category-I and his service number is VJA887 at Atkuru of G.Konduru Mandal in Krishna-Dist.
2. There is power cut for 12 days in a month for his above service and also in between 6:00 Pm to 10:00 PM there is restriction on power usage which is about 3 days in total for a month and totally for about 15 days there is

restriction on power usage, but the demand charges are collected @ Rs.250/- per KVA per month and hence the demand charges also shall be reduced to half and the minimum charges shall be waived.

3. The CC.Charges bills are issued based on KVAH instead of KWH which is objectionable.
4. The methods to be adopted for control of power factor may be explained.

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

**The respondent-3 i.e. the Chief General Manager/Finance/APSPDCL/Tirupati in his written submission dt:05-11-2012 received in this office on dt:09-11-2012 stated that:**

1. Grievance of reduction of demand charges and minimum charges reason of demand charges of Rs.250/- per month/KVA, but power supplied only half month.
2. Objection of change of energy charges levied on KWH to KVARH and advise for control of power factor, the following is submitted.
  - a. With regard to the subject grievance/complaint, it is to submit that
    - i. As per the tariff order 2012-13 approved by honourable APERC, demand charges are being levied.
    - ii. Energy charges are levied on KVAH basis as per tariff order 2012-13.
    - iii. By installing suitable capacitors, the PF can be controlled.

**The respondent-2 i.e. the Chief General Manager/Operation/APSPDCL/Tirupati in his written submission dt:31-10-2012 received in this office on dt:01-11-2012 stated that:**

1. As per tariff order for the FY 2012-13 for retail supply, billing demand for HT-I category, shall be the maximum demand recorded during the month or

80% of the contracted demand, whichever is higher and energy charges will be billed on the basis of actual energy consumption or 50KVAH per KVA of billing demand whichever is higher.

2. Further it is to state that, as per the orders of APERC issued vide proceedings No:APER/Secy/14/2012-13 dt:14-09-2012, the billing demand shall be the maximum recorded demand during the month and clause 213.6 (6) of the tariff order for the FY 2012-13 shall not apply during R&C measures. The above proceedings was came into force with effect from 17-09-2012.
3. As per the tariff conditions (TO 2012-12), KVAH billing shall be done in respect of the following services.
  - a. Industrial services having contracted load of 20HP and above.
  - b. All HT services
  - c. Other LT services with contracted load of 10KW and above (Except domestic services)
4. The consumer has to adopt following more methods to improve/maintain power factor
  - a. Using motors/equipments with IS specifications
  - b. By using PF meters, the consumer has to know the power factor of the each/whole electrical equipment, capacitors of suitable rating are to be installed.
  - c. Hence the action of the respondents in issuing C.C.bills with charges & KVAH billing as stated above is correct. There is no deficiency of service on the part of the respondents.

**Findings of the Forum:**

1. The grievance of the complainant comprises of three items out of which the first one is that the power supply for industries in the recent has been

restricted by 15 days cut in a month which includes power holidays and peak load restrictions and for reducing the demand charges to half instead of Rs.250/- per KVA per month now being charged and also waive the minimum charges.

2. The second grievance of the complainant is that the billing of KVRH instead of KWH is objectionable.
3. The third grievance is to educate the consumers the methodology to be adopted to control the power factor.
4. Regarding the first item i.e. reduction of demand charges to half as the supply is also for half the month only is not accepted by the respondents as the demand charges are billed based on the maximum demand recorded in a month. In accordance with the rates fixed by the APERC and communicated in the tariff order every year. The complainant may approach the honourable APERC in this regard.
5. The levy of CC.Charges based on the KVAH instead of KWH earlier considered for billing is in accordance with the tariff order approved by the APERC and hence the complainant may approach the honourable APERC in this regard.
6. Regarding the control of power factor it is not the duty of the licensee to explain about the maintenance of power factor and the complainant may consult any agency available in the market for the purpose.

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

### **ORDER**

1. The complainant is advised to approach the honourable APERC and apprise his difficulties with regards to the revision of demand charges and also about the KVAH based billing.

2. He is also advised that he may fix suitable capacitors by approaching any private agency available in the market dealing with the maintenance of power factor.

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 23<sup>rd</sup> day of November 2012.

Sd/- <b>Member (Legal)</b>	Sd/- <b>Member (C.A)</b>	Sd/- <b>Member (Accounts)</b>	Sd/- <b>Chairperson</b>
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**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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