

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

This the 18th day of January 2013

C.G.No:276/2012-13/Guntur Circle

Present

***Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Vacant***

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

Between

Sri. Katakam Jaganadharao
C/o Rama Lingaiah
DNo: 88 Talluru., Talluru Village & Post,
Krosuru Mandal,
Guntur-Dist-522410.

Complainant

And

1. Assistant Engineer/Operation/SPDCL/Krosuru
2. Assistant Divisional Engineer/Operation/Sattenapalli
3. Divisional Engineer/Operation/Narasaraopeta

Respondents

Sri. Katakam Jaganadharao, C/o Rama Lingaiah resident of DNo: 88, Talluru Village & Post, Krosuru Mandal, Guntur-Dist-522410 herein called the complainant, in his complaint dt:13-12-2012 filed in the Forum on dt:13-12-2012 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 has stated that

1. He is a industrial consumer running a rice mill under the title Sri Venkateswara Rice and Flour Mill at 88 Talluru village of Krosuru mandal in Guntur-dist and the service number is 5.

2. In the previous month they have processed 300 bags of paddy and they got an income of Rs.10,500/- towards the said work, but the CC.bill amount was Rs.9000/-.
3. Requested to look into the matter and do the justice.

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

The respondent-1 i.e. the Assistant Engineer/Operation/SPDCL/Krosuru in his written submission dated 16-12-2012 received in this Forum on 16-01-2013 stated that

1. The complainant of SCNo: 1324302000005 requested to reexamine the bill issued for his service as it is excess than their expectation.
2. After careful observation of the meter it was found that the reasons for excess billing presumed by the complainant are as follows
 - a. Fuel surcharge added Rs.2081.53.
 - b. Late surcharge Rs.250/-
 - c. The difference KVAH is 854 where as that in KWH is 574 due to capacitor deficiency.
3. As such the consumer was intimated that the bill is of deviations and only enhancement of capacitor is required for reduction of bill.

Findings of the Forum:

1. The grievance of the complainant is that he received CC.bill for his industrial service (Rice Mill) on high side for the month of 12/2012 and disproportionate to the work carried out and requested for its rectification.
2. The grievance being rectification in billing, in accordance with Guaranteed Standards of Performance shall be resolved within 7

working days from the date of receipt of the complaint where there is requirement of additional information to be collected.

3. Here in this case the complaint was made on 13-12-2012 in the presence of the respondents at Krosuru during adalath and the notices was served on the same day.
4. The respondent-1 i.e. the AE/OPn/Krosuru reported that the said billing is in order and only the reason for the hike in bill amounts is due to addition of FSA an amount of Rs.2081.53 and also because of having defective capacitors the KVAH based on which the energy charges are levied in respect of category-III (A) services was boosted up.
5. The respondent also mentioned that he intimated the complainant to rectify his capacitors or enhance their capacity immediately to improve the power factor and reduce the CC.bill amount.
6. The power factor for the said month was 0.67 only which indicates that the capacitors ceased to function or they were put off.
7. The complainant is advised that he shall maintain the rated capacitors such that the PF is close to 1.0.
8. In this case the contracted load is 35.54HP and hence the consumer is supposed to maintain capacitors of not less than 15KVAR in good working condition.
9. As such the CC.bill issued by the respondents for the month of 12/2012 in respect of the consumer is in order and in-accordence with the tariff order for the year 2012-13 and approvals related to FSA by the APERC and hence there is no need for revision of the bill.

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

ORDER

The complainant is informed that the bill for the month of 12/2012 in respect of the SCNo:5 of 88 Talluru cannot be revised and he is also advised that he shall connect not less than 15 KVAR capacitors and maintain in good working condition and put on along with the loads without fail to reduce his CC.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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004, within 30 days from the date of receipt of this order.

Signed on the 18th day of January 2013.

Sd/-
Member (Legal)

Sd/-
Member (Accounts)

Sd/-
Chairperson

Forwarded by Orders

Secretary to the Forum

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