

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

On this the 12th day of August 2013

In C.G.No:31 / 2013-14/ Tirupati Circle

Present

Sri K. Paul
Sri A.Venugopal
Sri T.Rajeswara Rao
Sri A. Satish Kumar

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

Between

Sri. C.Venkatesan
S/o S.Chengalrayan
DNo:23-154, Industrial Estate
Chittoor-Post & Mandal
Chittoor-Dist-517001

Petitioner

And

1. Assistant Accounts Officer/ERO/Town/Chittoor
2. Assistant Engineer/Operation/Kongareddypalli
3. Assistant Divisional Engineer/Operation/Town/Chittoor
4. Divisional Engineer/Operation/Town/Chittoor

Respondents

Sri. C.Venkatesan, S/o S.Chengalrayan residents of DNo:23-154, Industrial Estate Chittoor-Post & Mandal, Chittoor-Dist-517001 herein called the complainants, in his complaint dt:07-05-2013 filed in the Forum on dt:07-05-2013 under clause 5 (7) of APERC regulation 1/2004 read with section 42 (5) of I.E.Act 2003 have stated that

1. He is an industrial consumer with SCNo:3452 at Industrial Estate, Chittoor of Chittoor-Dist.
2. The meter of his service was replaced and the bills are received on high side with the new meter when compared to the old meter.

3. Requested to rectify the defect.

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

The respondent-3 Assistant Divisional Engineer/Operation/Town/Chittoor in his written submission dt:02-07-2013, received in this office on 27-07-2013 stated that:

1. The AE/Opn/Kongaredypalli has inspected the service and found meter has recorded high consumption even though the consumer switched off all the equipments in the factory.
2. The same has been explained to the consumer by the AE/Opn/K.R.palli and the consumer also agreed for this condition. After that he has changed the capacitor connections and found that the consumption of units are prompt to his utilisation of supply.
3. The consumer also agree for not to change the meter and also the copy of consumer representation is herewith enclosed.

Findings of the Forum:

1. The grievance of the complainant is that for his industry the meter was replaced and he was receiving bills on high side with the new meter when compared to the old meter and requested to rectify.
2. The respondent-3 i.e. ADE/Opn/Town/Chittoor in his reply stated that the AE concerned had inspected the service and noticed that the capacitors are connected continuously to the supply and hence the meter recorded consumption on high side even though the consumer switched off all the equipment of his factory and the same has been explained to the consumer and the consumer duly accepting the conditions changed the capacitor connections and the

consumption is reduced proportionate to his usage and the consumer requested not to change the existing meter.

3. Prior to the replacement of the meter in 01/2012 the service was billed on KWH basis and later the billing was changed to KVAH which is influenced by the presence of capacitors and their healthiness.
4. Here in this case it was reported that the capacitors were continuously switched off irrespective of putting the loads on and hence the KVAH was progressive resulting in display of high consumption.
5. The complaint was made on 07-05-2013, on the bill that was dt:09-04-2013 and upon the inspection and advised of the AE concerned after the receipt of complaint, the consumer rectified his connections resulting in reduction of KVAH to about 1/3 of the previous in the succeeding month and in the subsequent months also.
6. As such it is felt by the Forum that the high side billing is not due to any defect in the meter as suspected by the consumer, but it is only due to his mistake of having improper connections to capacitors and hence there is no necessity of either replacement of the meter or revision of bills.
7. The consumer also duly accepting his mistake paid the bills.

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

ORDER

No separate order need to be issued.

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 this the 12th day of August 2013.

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, 5th floor, Singarenibhavan, Redhills, Hyderabad-500004.

Copy to the General Manager/CSC/Corporate office/Tirupati for pursuance in this matter.