

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

**On this the 19<sup>th</sup> day of March 2019**

**C.G.No:276/2018-19/Tirupati Circle**

Present

Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

M/s. Indus Towers Ltd,  
Survey No.133,4-51,  
8th floor,  
SLN Terminus,  
Besides Botanical Gardens, Gachibowli ,  
Hyderabad

Complainant

*AND*

1. Assistant Accounts Officer/ERO/Palamaner  
2. Assistant Engineer/O/Baireddypalli  
3. Assistant Divisional Engineer/O/Palamaner OSD  
4. Divisional Engineer/O/Chittoor

Respondents

**ORDER**

1. The complaint was presented by one Veera Madan Mohan Reddy for M/s. Indus Towers Ltd.
2. The case of the complainant is that they have taken service connection No. 5622138000703 Cat -2 at Theertham (V) Baireddypalli Section stating that they have single phase DTR and using single phase power supply but the respondents installed 3 phase meter with connections given in series selection criteria among "3 – phase RYB: (i) " RY, (ii) YB and (iii) BR and meter recorded units from all the 3 phases. so they received three times of units billed instead of actual consumption. He has also informed that the respondents have changed the connection of the meter without their knowledge. He has also taken the photographs before and after replacement of the meters and attached to the complaint besides communicating the same to the mobile of respondent No.2 through whatsapp. Subsequently they have corrected the connection by looping on inputs only. Consumption was reduced after connections changed at EB meter. The monthly units before the change were 12331 units and after change are 4591 units without any load changes. EB service/load cables are armoured which will effectively work in all the atmosphere conditions except fire. So no way rather to high EB consumption. As per electrical guidelines service cable should be

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**DESPATCHED**  
DATE <sup>o/c</sup> 25/3/19

open location from transformer to EB meter. There is no insulation damage. There is no burnt equipment in site. There is no loose connection at load side. The defect is only due to wrong connection at the meter and there was no defect in the EB meter function. Hence the complaint.

3. Respondents No. 1 to 4 in their joint written submission stated that service connection was released on 17.1.2009 with a load of 10 KW with a single phase 15 KVA DTR as there is no nearby 3 phase 24 hrs supply. Single phase (5-30 A) meter is not sufficient to withstand 10 KW load. Hence a 3 phase (10-40) Amps meter was fixed from the date of supply. The same single phase supply fed to 3 phases of the meter by looping of all three incoming phases so that consumer can take load from either of the phases or from all the 3 phases. The meter was burnt in the month of Apr'18 due to internal wiring shortage problem/overload in the month of Apr'18. The meter was changed. Consumer had paid challenging fee on 19.06.2018 and the meter was tested and found healthy. On the representation of the consumer that they are getting abnormal bills due to wrong looping.

AE inspected the premises on 14.8.2018 and found the following:

- i) The Energy meter connections are found correct.
- ii) The service wire both incoming and outgoing is laid on the ground exposed to sunlight, and weather not providing proper posts for carrying the service wire, and the insulation of the service wire is found to be damaged due to ageing and exposure to the atmosphere.
- iii) Due to insulation damage of service wire, short circuit may happen, or due to leakage currents also there is a chance of getting high consumptions.
- iv) There is a chance of excess current drawl due to burnt equipments in load side it is advised to check the equipments at their side.
- v) Loose connections at load side may also result in spark generation continuously may results in high consumption.
- vi) More over the energy meter consumption recorded is billed with IRDA scanning port only, nor manually, maximum demand reached during last 4 months can be seen in account copy it is around 26 K.W. This shows actually the consumer maximum demand usage is seems to be proportionate to the consumption recorded

The above facts were informed to the complainant. There is no defect in the bill and request for revision of bill cannot be entertained.

4. A personal hearing was conducted on 28.01.2019 at Tirupati wherein representative of the complainant and respondent's No. 1, 2 and 3 were present and reiterated their contentions.
5. Point for determination is whether the complainant is liable to pay the bills as per the demand notice issued by the respondents?

The allegation of the complainant is that when the respondents have erroneously connected the meter in series selection criteria among three phase RYB: 1. RY 2. YB and 3. BR and meter recorded units from all the three phases and hence they have received bill for 3 times instead of actual consumption. The consumption recorded and billed from 01/2018 to 12/2018 down loaded from the APSPDCL website is as follows:

01/2018	3602
02/2018	2690
03/2018	4123
04/2018	2955
05/2018	3074
06/2018	4277
07/2018	12187
08/2018	12052
09/2018	12331
10/2018	4591
11/2018	4915
12/2018	5220
01/2019	4626
02/2019	4882

A plain reading of the consumption pattern clearly denotes that abnormal consumption was recorded during the months of 07/2018, 08/2018 and 09/2018. The respondents have not presented any documentary evidence that the phases are connected properly but the complainant has produced documentary evidence as to the erroneous connections. The consumption during disputed period clearly shows approximately 3 times of normal consumption. Hence it can be safely concluded that the respondents have issued bills for three times instead of normal consumption during the months of 07/2018, 08/2018 and 09/2018. So the excess consumption of 2/3<sup>rd</sup> of the consumption for the above months are liable to be withdrawn. Thus the point is thus answered accordingly.

6. In result the respondents are directed to withdraw 2/3<sup>rd</sup> of the consumption billed during 07/2018,08/2018 and 09/2018 and the excess amount paid by the complainant may be refunded by way of adjustment in the future bills and compliance reported within 15 days from the date of receipt of this order.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar,Hyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, the day of 19<sup>th</sup> March 2019.

Sd/-    Sd/-    Sd/-    Sd/-  
**Member (Finance)    Member (Technical)    Independent Member    Chairperson**

**Forwarded By Orders**



**Secretary to the Forum**

To

The Complainant

The Respondents

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

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> Floor, Ashoka Chambers, Opposite to MLA Quarters , Adarsh Nagar,Hyderabad-500063.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.