

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 31<sup>st</sup> day of January 2020**  
**C.G. No: 20/2019-20/Anantapur Circle**

**Present**

Sri. Dr. A. Jagadeesh Chandra Rao  
Sri. A. Ramdas  
Sri. Dr. R. Surendra Kumar

**Chairperson**  
**Member (Finance)**  
**Independent Member**

**Between**

A. Chandra Mohan  
C/o. M/s. Shivani Servicing Centre,  
Venkatampalli (V),  
Bogasamudram (M),  
Tadipatri  
Anantapur

**Complainant**

**AND**

1. Assistant Accounts Officer/ERO/Tadipatri
2. Assistant Executive Engineer/O/ Tadipatri ®
3. Deputy Executive Engineer/O/ Tadipatri
4. Executive Engineer/O/Gooty

**Respondents**

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**ORDER**

1. Complainant presented a complaint before the Forum stating that to his Cat -II service with service connection No. 7231142000276. His consumption was between 500 to 600 units from 01/2018 to 07/2018. But the consumption abnormally raised from the month of August' 18 till replacement of the meter. He had applied for testing of meter on 14.11.2018. After 80 days from applying for testing , the technical staff inspected his service and rectified the error result of which the consumption of units got down to the earlier range of 500 to 600 units per month. Again the technical staff had replaced the meter without informing him and issued CC bill for the month of 05/2019 as 1116 units and requested to waive off the improper charges for the monthly CC charges from 08/2018 to 03/2019 and 05/2019 CC bills and to issue revised CC bills for the said period.

**DESPATCHED**  
DATE 03/02



2. Respondent No.4 submitted his written submission to the forum stating that respondent No.3 had informed to AEE/CT Meter-2/ Aanantpaur to inspect the service and submit a detailed report and meter may be changed if any fault is found. Accordingly the AEE/CT Meters-2/Anantapur inspected the service on 20.03.2019 and the meter was replaced after noting down all the parameters and downloading MRI Dump. The AEE /CT Meters-2/Anantapur examined the MRI Dump data and submitted that the abnormal consumption recorded due to the capacitors load only as the capacitors are kept in 'ON' condition at No load. The HPL make meter is OK and errors are within the permissible limits. At the time of inspection also 10 KVAR capacitor removed which is connected directly to the incoming side after meter. While reviewing the service history it is found that the KWH and KVAH units are in near with slight difference only which represents that consumptions recording correctly in the meter. Hence the revision of bill is not possible due to the defect is on the complainant side and not in the meter.
3. The AAO/ERO/Tadipatri i.e. respondent No.1 submitted his written submission stating that the service consumption pattern of the complainant service was observed and the CC bills were served in live status from 08/2018 to 03/2019 under KVAH units. In 03/2019 there is no discrepancy in the bill as per consumer representation. In 04/2019 (03/2019 consumption bill issued in 04/2019), the meter was changed and bill was issued as per the software designed by the APSDCL. The complainant old meter was replaced on 20.03.2019 and from bill issue to meter changed period average units of 760.5 KVAH units were taken and from the replaced period the meter reading of 355 units were taken for billing purpose. In the above calculation designed by the APSDCL company, there is no discrepancy in the bill for 04/2019 for 1116 units.
4. A personal hearing through video conferencing was conducted on 04.12.2019. Complainant and respondent No.4 were present. Complainant reiterated his same version that abnormal consumption was recorded in the meter due to the meter fault and after rectification, the consumption came to normal range. Respondents on the other hand submitted that there is no fault in the meter and the consumption is recorded as per the complainant's usage .
5. The point for determination is whether the respondents can be directed to revise the bill for a period from 08/2018 to 03/2019 and 05/2019 owing to the fault in the energy meter of the complainant?



The month wise consumption taken in respect of complainant's service connection No. 7231142000276 from April'18 to April'2019 is here with listed below:

S.No	Month	KWH Reading	KWH Units	KVAH Reading	KVAH Units	RMD	PF
1	Apr'18	28445	509	28718	509	1.7	1.00
2	May'18	29080	635	29353	635	1.2	1.00
3	June'18	29700	622	29975	622	2.9	1.00
4	July'18	30203	503	30478	503	2	1.00
5	Aug'18	31091	889	31367	889	2.6	1.00
6	Sep'18	32225	1139	32506	1139	2.1	1.00
7	Oct'18	33670	1447	33953	1447	3	1.00
8	Nov'18	35296	1626	35581	1628	3.1	1.00
9	Dec'18	36926	1630	37214	1633	2.8	1.00
10	Jan'19	38418	1492	38710	1496	3.7	1.00
11	Feb'19	39956	1538	40277	1567	3.8	0.98
12	Mar'19	41438	1482	41778	1501	3.2	0.99
13	Apr'19	42082	644	42457	679	1.7	0.95

The plain observation of the above table shows that for most of the months the power factor at the complainant premises is maintained at unity and the KWH units and KVAH units are almost same. The RMD of the service is in between 1.2 (May'18) to 3.8 in the month of (February'19).

In addition to this respondent No.3 had enclosed the meter test report and the report of AEE/CT Meters-2/Anantapur. In the meter test report it was found that the meter performance was satisfactory and as per the report of AEE/CT Meters-2/Anantapur the abnormal consumption was only due to working of capacitors even at no load. In addition to this the AEE/CT Meters-2/Anantapur further stated that during replacement of meter additional 10 KVAR capacitor which was connected directly to the line side was removed.

From the above observations of consumption pattern where the power factor is maintained at unity, the report of AEE/CT Meters-2/Anantapur it can be concluded that the abnormal consumption raised in the disputed months from 08/2018 to 03/2019 were only due to



the wrong usage of capacitors. Complainant failed to place any evidence to show that there is defect in the meter and in receiving of abnormal CC charges. In the absence of any evidence complainant is liable to the bill amount. There are no merits in the complaint. The point is answered accordingly.

6. In view of the above reasons the complaint is dismissed.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order.

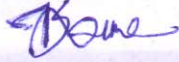
This order is passed on this, the day of 31<sup>st</sup> January' 2020.

Sd/-  
**Member (Finance)**

Sd/-  
**Independent Member**

Sd/-  
**Chairperson**

**Forwarded By Order**



**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 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008 within 30 days from the date of receipt of this order

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