

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 23<sup>rd</sup> day of March' 2021**  
**C.G.No.40/2020-21/ Guntur Circle**

**Present**

**Sri. Dr. A. Jagadeesh Chandra Rao**  
**Sri. R.M.M. Baig**  
**Sri. Y.Sanjay Kumar**  
**Sri. Dr. R. Surendra Kumar**

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

**Between**

P. Ramachandra Raju,  
D.No.11-1-1,  
P.R. Raju Plaza ,  
Naaz Centre,  
Guntur .

Complainant

**AND**

1.Senior Accounts Officer/O/Guntur  
2.Deputy Executive Engineer/ Guntur Town-1  
3.Executive Engineer/O/Guntur Town - 1

Respondents

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**ORDER**

1. The case of the complainant is that he is having HT service connection GNT - 4113 for their hotel by name RCR Orchid . The hotel was closed due to lock down from 20.3.2020 and they are not having any operation since then. Their usage is of 3 fans and 4 lights only. They got minimum bill of Rs.50,418/- for April'2020 which includes fixed charges of Rs.38,000/- and minimum consumption charges. But there is an abnormal increase in May' 20 bill for the same usage for an amount of Rs.1,51,626/- whereas the bill amount for the month of June' 2020 is Rs.1,01,000/- with the same usage. They cannot afford to pay such amount without any operations or activities. They are very much surprised for levying of

**DESPATCHED**

such bill without any usage. They have raised a complaint to local officers, but no response. Hence kindly revise the bill for the months of May'2020 and June'2020.

2. Executive Engineer/Town-1/Guntur filed written submission stating that Dy. EE/O/ Town-1/Guntur verified the HT service GNT- 4113 in the name of M/s. RCR Orchid Hotel having CMD of 100 KVA on 15.06.2020 basing on the representation of consumer for receiving of huge bill for the service in the month of June'2020. It is observed that the capacitor bank in the premises of the consumer was ceased to function and hence KVAH consumption recorded high during May'2020 with power factor of 0.35 i.e. very less than 0.95 to be maintained and the RMD is 52.1 KVA, the same was informed to the concerned and the defective capacitors were rectified by the consumer during the month of June'2020 and after that consumption is reduced. The details of the meter readings for the period from April'20 to July' 20 is submitted here under:

S.No	Month	KWH			KVAH			KVARH		MD
		Previous month Units	Present Month Units	Total units	Previous month Units	Present Month Units	Total Units	Previous month Reading	Present month Reading	
1	Apr-20	118394	119921	1527	131333	132965	1632	35459	35762	21.7
2	May-20	119921	124744	4823	132965	146724	13759	35762	48517	52.1
3	Jun-20	124744	129086	4342	146724	154288	7564	48517	53770	24.2
4	Jul-20	129086	133163	4077	154288	158406	4118	53770	54050	13.9

The request of HT consumer for revision of HT CC bill for the month of June'2020 cannot be considered as the bill issued for high KVAH consumption recorded in the meter due to defect in the capacitor function and it was explained to the complainant by the Deputy Executive Engineer/O/Town-1/Guntur. It was the responsibility of HT

consumer to maintain the power factor between 0.95 lag and 0.95 lead at consumer end as per Tariff Condition 6.9 by ensuring proper functioning of the capacitors installed and connected to the loads in the premises.

3. Personal hearing was conducted through video conferencing on 07.01.2021. But complainant was absent. Sent a mail on the next day stating that he received information lately and requested time. Hence again called on 17.02.2021 Complainant, ADE/ O/ Guntur heard. Both parties reiterated their contentions.
4. Point for determination is whether the CC bill issued in the month of May'2020 and June'2020 for an amount of Rs. 1,51,626/- and Rs.1,01,000/- respectively are liable to be revised ?

The contention of the complainant is that the hotel was completely closed from 20.03.2020 due to lock down on account of Covid-19 . Their usage was only for 3 fans and 4 lights but they got minimum bill for Rs.50,418/- for the month of April'20 which includes minimum charges of Rs.38,000/-, so they may be permitted to pay minimum charges. He also further stated that even if the capacitors are not properly maintained during the above said period, it is not possible for them to get rectify the capacitors on account of restrictions on the movement of public. It was happened only due to lock down which is not under their control, hence the bill is liable to be revised. On the other hand according to Respondent No. 2 the capacitors are 'on mode' and due to failure of capacitor bank only high consumption was recorded, when consumer was informed about the failed capacitors, immediately he got rectified. It is the responsibility of the consumer to maintain the working of capacitors depending upon load working periods.

The contention of the complainant is that as he could not rectify the defect on account of restriction of movement of public due to lock down proclaimed by Govt. of India on account of Covid -19 cannot be taken into consideration by this Forum. This Forum is not competent to go beyond GTCS or the regulations issued by the Hon'ble APERC from time to time. There is no provision enabling the forum to direct the respondents to allow

the complainant to pay minimum charges only on the ground that complainant was unable to get rectify the capacitors due to lock down. In the absence of any specific provision, the complaint is liable to be dismissed. The point answered accordingly.

5. In the result 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 23<sup>rd</sup> March'2021.

Sd/- Sd/- Sd/- Sd/-  
**Member(Finance) Member(Technical) Independent Member 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 (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

Copy to the Chairperson/CGRF/APCPDCL/Vijayawada

Copy submitted to the Chairman & Managing Director/APCPDCL/Vijayawada

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.

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