

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

**On this the 22<sup>nd</sup> day of March' 2021  
C.G.No:70/2020-21/Kadapa 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**

**U.Magbul Basha,  
D.No:4-1-1,  
Near Police Station,  
Yerraguntla,  
Kadapa**

**Complainant**

**AND**

1. Assistant Accounts Officer/ ERO/Yerraguntla
2. Deputy Executive Engineer/O/Yerraguntla
3. Executive Engineer/O/ Proddatur

**Respondents**

\* \* \*

**ORDER**

1. The case of the complainant is that he is having Sc. No 2234401009372 under Cat-III for 70 HP. He received abnormal CC bills from Oct'2019 to Feb'2020 with vast variation of recording of units between KWH and KVAH. When he made a representation to the officers of the licensee, they represented that working of capacitors is not good. Hence there is variation of recording between KWH and KVAH. Then he got replaced capacitors through his electrician, but even then he received abnormal bills. Hence he brought the fact to the officers and they replaced the DTR. After replacement of DTR they are receiving equal recording of units between KWH and KVAH. Hence requested to do justice.
2. Respondents filed written submission stating that during March '20 complainant approached AEE/O/Yerraguntla stating that there is huge difference between recorded consumption of KWH and KVAH units during the period between Oct' 2019 to Feb'2020. AEE after inspecting the service observed that capacitors

**DESPATCHED**

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are not functioning to the rated capacity and suggested him to get the capacitors rectified. Consumer once again requested to replace the DTR, in order to maintain good will, the request of complainant was considered and DTR was replaced on 13.04.2020. Respondents have also furnished consumption particulars of KWH, KVAH and power factor from Mar'2017 (Reading recorded on 11.04.2017) to Dec'2020 (readings recorded on 05.01.2021). The statement shows that DTR was replaced on 15.11.2018 on account of failure of DTR and 13.04.2020 at request of the complainant. Meter was changed by HT metering wing on 29.04.2019. Respondents also furnished pattern of consumption during the periods between:

1. July'2017 to April'2019
- 2 January'2020 to February'2020
3. May'2020 to July'2020

The power factor is low ranging from 0.29 to 0.85.

Date of recording Consumption (for the month ending on)	KWH Units	KVAH units	Power Factor Recorded
10.07.2017	1863	2183	0.85
14.08.2017	3357	3932	0.85
13.09.2017	2410	2845	0.84
12.10.2017	2304	2759	0.84
10.11.2017	2723	3779	0.72
08.12.2017	2954	3635	0.81
04.01.2018	2482	3095	0.80
02.02.2018	1928	2471	0.78
03.03.2018	3104	3894	0.80
02.04.2018	1055	1345	0.78
03.05.2018	1223	1629	0.75
02.06.2018	965	1152	0.84
04.07.2018	1755	2114	0.83
03.08.2018	2509	3046	0.82
05.09.2018	2992	3586	0.84
03.10.2018	1632	1926	0.85
02.11.2018	2660	3507	0.70
04.12.2018	3361	5155	0.65
03.01.2019	4380	6203	0.70

03.02.2019	3164	7860	0.40
05.03.2019	1837	6302	0.29
02.04.2019	2371	5431	0.43
29.04.2019	1505	1832	0.82
04.10.2019	3022	6013	0.50
04.11.2019	3034	5648	0.54
04.12.2019	3049	4395	0.69
04.01.2020	3009	4228	0.71
03.02.2020	2786	3794	0.73
06.05.2020	120	197	0.61
01.06.2020	462	859	0.54
04.07.2020	2847	3590	0.79

3. The above recorded low power factor indicates that there is low factor during the period of all the three transformers. The low power recorded during the entire period clearly establishes that non- functioning of defective capacitors for the complainant's service. Complainant is paying CC charges regularly without raising objection on the issued bills. So it clearly indicates about the acceptance of low power factor due to defective/non- functioning of capacitors.
4. Personal hearing through video conferencing was conducted on 16.02.2021. Both complainant, Executive Engineer were present and heard.
5. Point for determination is whether the CC bills issued between October' 2019 and February' 2020 are liable to be revised?

Complainant represented that respondents did not furnish the exact date of replacement of transformers. Meter was also changed, he is maintaining the same power factor for the last 3 or four years, but he never received any abnormal bills. Receiving of abnormal bills with reading of KWH and KVAH units is due to defect in the transformers. Field officers admitted the same fact, but now they are furnishing the date of replacement of DTR. But it is not the actual date of replacement of DTR. If really abnormal bills are issued due to low power factor, it would have been

certainly come to his notice and he would have certainly replaced it within one month and no consumer will pay abnormal bills when he came to know that he is receiving excess bills due to nonfunctioning of capacitors. He received bills only due to non-functioning of transformers only.

On the other hand Respondent- 3 reiterated that the information furnished by him from the years FY 2017 to 2020 clearly shows that malfunctioning of capacitors and there is no defect find in DTR. DTR was replaced only to have good relations with complainant and there are no grounds to revise the bill. The recorded consumption from 05/2019 to 04/2020 is furnished below:

Date	KWH Units	KVAH units	Power Factor Recorded
05.09.2019	3577	3617	0.98
04.10.2019	3022	6013	0.50
04.11.2019	3034	5648	0.53
04.12.2019	3049	4395	0.69
04.01.2020	3009	4228	0.71
03.02.2020	2786	3794	0.73
04.03.2020	2508	2600	0.96
06.04.2020	2587	2680	0.96

The above table shows that complainant has maintained 0.98 power factor in September 2019 and fallen between October' 2019 and February'2020. i.e., 0.50, 0.53, 0.69, 0.71, 0.73 respectively. Again it is recorded as 0.96 during March' 2020 and April' 2020.

The consumption recorded in KWH and KVAH between March'2017 to December' 2020 furnished by the Respondents have been reviewed duly considering the fact of replacement of DTR on 15.11.2018 and 13.04.2020 clearly establishes that consumer is not maintaining the rated capacitors in service during working periods of the industry. It may be due to improper functioning of the capacitors by the workers. It is the responsibility of the consumer to maintain the working of capacitors depending

