

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 27<sup>th</sup> day of May' 2022**  
**C.G.No.87/2021-22/Tirupati Circle**

*Present*

Sri. Dr. A. Jagadeesh Chandra Rao  
Sri. Y. Sanjay Kumar  
Sri. K. Ramamohan Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Technical)  
Member (Finance)  
Independent Member

*Between*

D.G. Nagi Reddy  
2-25,  
Nagireddy Colony,  
Piler,  
Chittoor -Dist.

Complainant

*AND*

1. Dy. Executive Engineer/O/Piler OSD  
2. Executive Engineer/O/Piler  
3. Superintending Engineer/O/Tirupati  
4. Senior Accounts Officer/O/Tirupati

Respondents

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**ORDER**

1. The case of the complainant is that he has taken HT Service TPT2725 on 24.11.2021 for his convention Hall with a contracted demand of 200 KVA. He has been showing '0' readings in the meter while releasing the service. He was served with a bill for ₹.1,28,222 from the date of release upto 04.01.2022 i.e. 40 days. During the above period they used power for 4 days only. Dy.EE/O/Piler is giving irrelevant answers when questioned about abnormal bill. He requested todo needful.
2. Joint written submission submitted by the Respondents 1 & 2 stating that the service was released on 24.11.2021 and the first bill issued with initial reading KVAH (1) and final reading of 4245 on 04.12.2021. The consumer was reminded several times to install rated capacitors as per load conditions. But complainant did not follow the

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guidelines of Clause 7.5 of GTCS. The consumption recorded in initial month is due to not installing required rating capacitors. The complaint given by complainant before Spandana was resolved within the stipulated period.

3. Superintending Engineer /O/Tirupati also filed written submissions. The contents are almost similar in nature.
4. On application by the complainant, interim directions are issued to restore the service connection HT SC.No. 2725 TPT and SC 5711306001185 on payment of ₹.75,000 within one week from the date of receipt of order and to restore domestic service connection of SC.No. 5711306001033 and 5711306001186 as per orders in IA.No. 11/2021-22 dated 31.03.2022.
5. Personal hearing was conducted through Jio meet conducted on 18.5.2022. Complainant and Respondents. No. 1,3,&4 present. Heard both sides. Both parties reiterated their contentions as per their pleadings Respondents are directed to submit MRI dump of the service for the disputed period and accordingly the same was submitted.
6. The point for determination is whether there are any grounds to revise the CC bills from the date of release i.e. from 24.11.2021 to January'2022?

On perusal of the meter dump from 24.11.2021 to 01.02.2022 furnished by Dy. EE/O/Piler does not reveal any abnormalities.

Following are the consumption (KVAH) from 12/2021 to 04/2022.

Period	KWH	KVAH	Calculated PF
02/2021	2063	4244	0.486
01/2022	1485	5975	0.248
02/2022	710	2941	0.243
03/2022	2858	3345	0.854

As seen from the above, it is seen that the power factor is very low (Which is supposed to be maintained at unity (1) KWH/KVAH causing recording of more KVAH units.

It is the responsibility of the consumer as per Clause 12.2 of GTCS to connect rated capacitors for different load conditions which is as follows:

**12.2 Maintenance of Power factor at consumer end:**

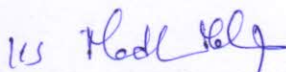
*“HT consumers, who are provided with metering capable of measuring active and reactive power under the orders of the Commission, shall maintain their power factor preferably in between 0.95 lag and 0.95 lead in the interest of the system security and shall comply with conditions stipulated in the relevant orders issued from time to time”.*

It is not known why complainant has connected 500 KVA transformer for 200 KVA demand. According to the respondents, the meter was tested and found that it is healthy and functioning satisfactorily. Respondents clearly given the reason for abnormal variation in recording of KVAH & KWH and attributed it to non-providing of required rated capacitors. Admittedly consumer is responsible for arranging required rated capacitors and see the P.F. is almost unity i.e., one(1). Since the CC bills were issued as per the recording of units of consumption in the meter and as there is no defect in recording units of consumption of the service, complainant is liable to pay the amount as per the recorded consumption. The Respondents are further directed to adjust the already paid amount by the complainant as per the interim directions issued by this forum towards outstanding due against the said service. There are no merits in the complaint. The point answered accordingly. The amount paid by the complainant as per the interim directions issued by the Forum in IA.No.11/2021-22 shall be adjusted from the due amount.

7. In the result the complaint is dismissed.

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

**Forwarded By Order**

  
**Secretary to the Forum**

**This order is passed on this, the day of 27<sup>th</sup> May'2022**

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.

To  
The Complainant

The Respondents

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

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, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.