

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

**On this the 25<sup>th</sup> day of November' 2022**

**C.G.No.32 /2022-23/ Kurnool Circle**

***Present***

***Sri. K. Ramamohan Rao***  
***Sri. S.L. Anjani Kumar***  
***Smt. G. Eswaramma***

***Chairperson(I/c) & Member (Finance)***  
***Member (Technical)***  
***Independent Member***

***Between***

***Y.Varalakshmi,***  
***W/o.Ramachandrudu,***  
***D.No.29/178/1 BC,***  
***SBI Colony,***  
***Nandyal,***  
***KurnoolDt.***

***Complainant***

***AND***

***1.Asst. Accounts Officer/ERO/Nandyal***  
***2. Executive Engineer/O/Nandyal.***

***Respondents***

***\*\*\*\****

**ORDE**

1. The case of the complainant is that Smt.Y.Varalakshmi has taken the premises bearing D.No. 29/178/1 BC, SBI Colony, Nandyal for rent and she is utilizing the supply for flour mill, bearing SCNo.8431206093152 under Category -II of 5KW load. Upto 4/2022 her service was billed for KWH units, from 5/2022 (04/2022 consumption billed in 05/2022) her service has been billed for KVAH units. Hence she received huge amount of CC bill for the month of 5/2022. She further stated that she is utilizing supply daily for about two to two and half hours at evening time. Hence requested the forum to revise the huge amount of CC bill issued during 5/2022.
2. The case was registered as CG NO.32/2022-23/Kurnool Circle and sent to respondents for written submissions.

3. Joint written submission submitted by respondents stating that the consumer of SC. No.8431206093152, Smt.Y.Varalakshmi, D-2 Section, Nandyal utilizing supply for Flour Mill and she received bill upto 4/2022 (3/2022 consumption billed in 4/2022) on the basis of KWH units and received bill for the month of 5/2022(4/2022 consumption billed in 5/2022) on the basis of Kvah units as per Tariff Order for the F.Y. 2022-23. She received huge amount of bill in May-22 for Rs. 55,350/- and hence requested for revision of bill .They furnished the brief details of the case which is as follows:-

1. SCNo.8431206093152, D-2 Section, Nandyal is standing in the name of C.Koteswara Rao (being utilized by the complainant) with a contracted load of 5KWunder Category LT- II(ii) with 3 Phase supply. The supply is being utilized for Flour Mill.

2. As per Para 1(ii) in Chapter-X at page No.174 of 534 of the LT Tariffs Terms & Conditions of Tariff Orders issued by Hon'ble APERC for the F.Y. 2022-23

*"All the consumers shall be billed based on Kvahunits except "Category-1 Domestic", Single Phase services of any category and farmers in "Category-V Agriculture and Related"*

The Service is being billed as per Kvah readings w.e.f.01-04-2022.

The Kvah consumption is high in the month of 5/2022 when compared with Kwh consumption of the service with previous month's consumption.

3. The consumer applied for Meter testing. In the Meter testing results the meter found good.

The high consumption may be because of poor maintenance of Capacitors. As far as the Meter is concerned, the meter is in good condition and working normally. They enclosed billing abstract of the service for the period from Jan'21 to Aug'22.

4. Personal hearing through video conferencing was conducted @ 11.30A.M on 11.10.2022. EE/O/Nandyala,AAO/ERO/Nandyala& Complainant Y.Varalakshmi present. Heard both sides.

EE/O/Nandyala has stated that, as per Clause 1(ii)at page No.174 of 534 of the Terms & Conditions of LT Supply of Tariff Orders issued by Hon'ble APERC for the F.Y. 2022-23:



*“All the consumers shall be billed based on Kvah except “Category-1 Domestic”, Single Phase services of any category and farmers in “Category-V Agriculture and Related”.*

Hence issued KVAH billing from 01.04.2022. Further stated that due to improper maintenance of the capacitors only (connected capacitors at outgoing side) and existing meter tested and found it is working satisfactorily.

5. Point for determination is whether the abnormal CC bill issued for the month of May’ 2022 for service No. 8431206093152 can be revised or not?

Consumption,demand particulars of 8431206093152 from Nov’2020 to Nov’2022

Bill - Date	Opening Date	NO MB	Open Status	Close status	Open Reading Kwh	Close Reading Kwh	Bill Units Kwh	Open Reading Kvah	Close Reading Kvah	Bill Units Kvah	Amt	POW ER FACT OR
03-Nov-22	07-Oct-22	1	1	1	1703	2075	372	1988	2400	412	6163	1
07-Oct-22	03-Sep-22	1	1	1	1324	1703	379	1557	1988	431	6586	1
03-Sep-22	03-Aug-22	1	1	1	957	1324	367	1138	1557	419	6517	1
03-Aug-22	02-Jul-22	1	1	1	588	957	369	723	1138	415	6762	1
02-Jul-22	02-Jun-22	1	1	1	253	588	335	305	723	418	6823	1
02-Jun-22	09-May-22	1	4	1	1090	253	530	6645	305	530	7870	1
09-May-22	02-Apr-22	1	1	1	617	1090	473	2661	6645	3984	55350	0.12
02-Apr-22	06-Mar-22	1	1	1	58	617	559	77	2661	2584	7781	1
06-Mar-22	02-Feb-22	1	4	1	12510	58	338	0	77	77	4861	1
02-Feb-22	04-Jan-22	1	1	1	12154	12510	356	0	0	0	4983	1
04-Jan-22	05-Dec-21	1	1	1	11823	12154	331	0	0	0	4675	1
05-Dec-21	06-Nov-21	1	1	1	11489	11823	334	0	0	0	4712	1
06-Nov-21	05-Oct-21	1	1	1	11050	11489	439	0	0	0	6004	1
05-Oct-21	06-Sep-21	1	1	1	10654	11050	396	0	0	0	5475	1
06-Sep-21	05-Aug-21	1	1	1	10251	10654	403	0	0	0	5561	1
05-Aug-21	04-Jul-21	1	1	1	9833	10251	418	0	0	0	5804	1
04-Jul-21	05-Jun-21	1	1	1	9338	9833	495	0	0	0	6753	1
05-Jun-21	04-May-21	1	1	1	8819	9338	519	0	0	0	6989	1
04-May-21	06-Apr-21	1	1	1	8409	8819	410	0	0	0	5647	1
06-Apr-21	05-Mar-21	1	1	1	7939	8409	470	0	0	0	6386	1
05-Mar-21	05-Feb-21	1	1	1	7505	7939	434	0	0	0	5943	1
05-Feb-21	04-Jan-21	1	1	1	7066	7505	439	0	0	0	6004	1
04-Jan-21	06-Dec-20	1	1	1	6670	7066	396	0	0	0	5275	1
06-Dec-20	06-Nov-20	1	1	1	6295	6670	375	0	0	375	5016	0
06-Nov-20	07-Oct-20	1	1	1	5872	6295	423	0	0	423	5607	0

As per the **bill statement**, it is observed that opening status of the meter during 2/2022& 5/2022 is ‘04’ i.e. Meter change, department changed the existing meter twice,



with a proposed remark of 1) phase change 2) MRT testing during 2/2022 & 5/2022 respectively.

It is noticed that the PF recorded very low during April'2022 billed in May'2022.

Complainant applied for meter testing, the test results found as meter functioning satisfactorily. Because of the poor maintenance of capacitors only the PF recorded 0.12 during the disputed month of 5/2022. The complainant also signed in the meter change slip.

It is observed that the Sc.No.8431206093152 is being billed in LT Cat-II (A) (ii) Advertising & Holdings. The present category and sub - category is not appropriate to the Flour Mills. Respondents are directed to re-categorize the above said service to the appropriate category and sub – category as per Hon'ble APERC Tariff Order for the F.Y 2022-23 and change the category. The fact of change of category shall be intimated to this Forum.

As per Clause 5.13.1.1 of GTCS:

**5.13.1.1 Every LT Consumer using induction motors and or welding transformers shall install LT shunt capacitors as specified in Appendix VIII Supply to new LT Consumers with induction motors and welding transformers in Connected Load shall not be released unless LT shunt capacitors of the appropriate rating specified in Appendix VIII are installed.**

As per Clause 1(ii) of the Terms & Conditions of LT Supply of Tariff Orders issued by Hon'ble APERC for the F.Y 2022-23,

**'All the consumers shall be billed based on Kvah except "Category-1 Domestic", Single Phase services of any category and farmers in "Category-V Agriculture and Related", the Service is being billed as per Kvah readings w.e.f.01-04-2022'.**

The Kvah consumption is high in the Month of 4/2022 billed in the month of 5/2022, **the Service was being billed as per Kvah readings w.e.f.01-04-2022'.** Hence the KVAH units reflected on consumption, due to non-maintenance of capacitors only by the complainant consumption increased in the month of 5/2022 when compared to previous months.

This forum is of the opinion that the department billed as per the kvah units as per Clause 1(ii) of Tariff Order for the F.Y 2022-23 issued by Hon'ble APERC. There are no

merits in the complaint to pass orders by this forum for revision of bill. Hence complaint is dismissed. The point answered accordingly.

5. In the result, the complaint is dismissed.

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson (I/c)

**Forwarded By Order**



**Secretary to the Forum**

**This order is passed on this, the day of 25<sup>th</sup> November'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/ Tirupati.

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.