

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

**On this the 14<sup>th</sup> day of December' 2022**

**C.G.No.62/2022-23/Nellore Circle**

*Present*

**Sri. K. Ramamohan Rao**

**Chairperson (I/c) &**

**Member (Finance)**

**Sri. S.L. Anjani Kumar**

**Member (Technical)**

**Smt. G. Eswaramma**

**Independent Member**

*Between*

M/s.Gurbax Holdings Private Limited,  
Rep by. Adish Uberoi,  
Director,  
SullurpetMandal,  
Nellore Dt. AP,  
524123.

Complainant

*AND*

1.Assistant Accounts Officer/ERO/Sullurpeta,  
2.Deputy Executive Engineer/O/Sullurpeta,  
3.Executive Engineer/O/Naidupet

Respondents

\*\*\*\*

**ORDER**

1. Director of M/s.Gurbax Holdings Private Limited Mr. Adish Uberoi presented a complaint stating that their company has taken the factory of M/s.APL Canpack Private Limited under long-term-lease from December 1<sup>st</sup> 2021. The lease has been registered as document No.3981 of Book 1 of 2021 with the local sub- Registrar's Office in Sullurpet.

Since December 2021, they have been performing maintenance and turnaround activities at the factory to get the same ready for production. During the course of this period they have kept capacitor banks in 'ON' position as part of prevailing process at the time of take over of operations.

On 6<sup>th</sup> July 2022 M&P-1 wing, Nellore visited their factory for purpose of updating the software of their meter.

After updating new software to the meter, they have not informed about the turn off of the capacitors in their factory, when machines are not running to avoid excess billing.

C.G.No.62/2022-23/Nellore Circle

**DESPATCHED**

**DATE**

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On 08.08.2022 they received excess charges of Rs.1,48,070/- in the CC bill for the month of July'2022. Upon checking with the department, they simply informed them that 'due to low power factor' they received such huge bill. The capacitors connected to their factory were more than sufficient for the low utilisation of operations, as a precautionary measure they immediately arranged for replacement of all 3 capacitors of 25 KVAR capacity. They took this measure completely unaware of the impact of the updates made by the M&P team from Nellore and did not realise that keeping the capacitors in 'ON' position causing their power factor abnormally low.

On September 5<sup>th</sup>, 2022 the ADE (Sullurpet) made a surprise visit to their factory premises and during the course of his visit, he noticed that all 3 capacitors were in ON position. He informed them that it was causing leading current in the circuit and they should turn them 'OFF'. But he did not explained its impact on power factor and billing. He further instructed them to install 5 KVAR capacitor to be kept in ON position at all times and also instructed them to keep one 25 KVAR capacitor in ON mode only when running their motors. Based on his instructions, they immediately turned off all capacitors and made arrangements for a new 5 KVAR capacitor to be procured and kept in ON position when motors were idle.

On 6<sup>th</sup> September they became aware that they have been charged Rs.3,40,996.50 in excess charges for the month of August due to abnormal low power factor. When they approached the office of AE(Sullurpet) and ADE/O/Sullurpet, he was unable to reach them to their phone. Finally on 07.09.2022, ADE informed them the abnormal bill was due to the fact that their capacitors had been kept in ON position after the upgrade made to their meter in July. They were told by the ADE(Sullurpet) that regardless of any misunderstanding, they are liable to pay the excess bill amount and instructed them to start monitoring the KVAH andKWH measurements routinely going forward.

When the complainant approached the department several times, initially they informed to change the existing capacitors with new one, even after replacement of capacitors the power factor recorded low.

Again when they approached the department finally they came to know that the high consumption recorded in the meter was only due to un-blocking of lead kvarh parameter in the meter.The department informed them to keep the capacitors in

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'ON' position when the motors are in running position only and keep them in 'OFF' position during motors in idle condition. Now the complainant requested the forum to revise the huge amount of CC bill issued to the said service in the month of July'2022 and August'2022 due to un-blocking of lead kvarh parameter in the meter by the department.

2. The case was registered as C.G.No.62/2022-23/Nellore Circle and sent to respondents for written submissions.
3. Respondent No.3 submitted written submission as follows;-

- 1) M&P-I wing of Nellore Circle updated the Software for unblocking KVARH lead on 06.07.2022 in presence of the Electrical incharge Sri B.Raghava Rao. The same was intimated to him and given a letter duly obtaining the acknowledgement.

- 2) Due to unblocking of KVARH lead, the consumer received bill for Rs.1,48,070/-. This was occurred due to non-maintenance of power factor i.e., PF recorded as 0.519 for the month of July'2022. The consumption details are:  
KWH – 11597      KVAH – 22323

Due to KVAH billing, the bill was issued for 22323 units amounting to Rs.1,48,070/-.

- 3) For the month of 09/2022, the bill was issued for an amount of Rs.4,05,722/- based on the consumption as :  
KWH – 8906    KVAH – 50895    P.F. 0.175

- 4) The consumer approached the EE/O/Naidupet and appraised all the above issues. The consumer was advised to go for Auto PF correction or fix the rated capacitors near to motor. When ever motor starts, the capacitor should come into service and informed to the electrical incharge to watch daily PF and take necessary action accordingly.

The unblocking of KVARH (lead) not intimated to the consumer is not correct. It was intimated both orally and in writing also. All these happened due to lack of skilled technical person on electrical side. The present incharge was related to

electrical side, but he has not taken stringent action to avoid these issues whenever notice was issued.

The details of consumption for the past six months are as follows.

Sl.No.	Month	KWH Consumption	KVAH Consumption	PF
1	10/2022	6843	11049	0.619 (lead)
2	09/2022	8906	50895	0.175 (lead)
3	08/2022	11597	22323	0.519 (lead)
4	07/2022	8426	8673	0.971
5	06/2022	2395	2396	0.999
6	05/2022	2166	2170	0.998

From the above table, it clearly shows that the variation in PF in every month was after unblocking of KVARH readings. This service was previously under HT Category in the name of M/s APL Canpack Limited. This was converted from HT to LT on complainant request by derating the load from 120 KVA to 65 KVA. Now the service is under LT Category – III with HT side metering in the same name i.e. M/s. APL Canpack Limited.

4. Respondents No.1 to 3 submitted joint written submission stating that the consumer M/s.Gurbax Holdings Private Limited, Uberplast, GNT Road, Kotapoluru Village, Sullurpet Mandal is not the registered consumer for the industrial service vide ISC No.3631248002360. The service is existing in the name of M/s.APL Canpak Pvt. Ltd., The service was released under HT on 28.10.1989. The consumer requested to derate the load from 120KVA to 65 KVA (87HP). The same was done during 05/2021 duly converting HT billing to LT billing with HT side metering.

CGM/P&MM issued Memo vide Memo. No. CGM/P&MM/DEE-P1/D.No.506/22, Dt: 13.04.2022 which is as follows:

***“All the existing meters other than domestic and agriculture and all HT service meters, the KVARh (lead) parameters blocked to be unblocked.”***



Hence unblocked the lead kvarh to the said service by M&P-I wing, Nellore on 6.7.2022 by updating the meter software. The same was intimated through a letter and obtained acknowledgement from Sri. B. Raghava Rao, Electrical-in-charge who is available at the time of inspection.

It is the responsibility of the complainant to maintain the power factor as per the Hon'ble APERC order on tariff for retail sale, the HT & CT metered 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. While taking readings during the month of 08/2022 the consumer was cautioned about low power factor and requested to maintain PF to unity i.e. '1'.

Low power factor was recorded in the month of 8/2022 and the service was inspected by the Dy.EE/O/Sullurpeta on 03.09.2022 & 05.09.2022 and found that the complainant has connected 3 Nos. 25KVAR capacitors against the connected load of 90HP and the electrical-in-charge has intimated that they have kept the capacitors always in 'ON' position which are connected to supply irrespective of connected load and during holidays also capacitors will remain in 'ON' position. The Dy. EE/O/Sullurpeta suggested the complainant to connect capacitors of rating  $\frac{1}{3}$  rd of the connected load i.e. 30KVAR only and these capacitors should be remained in 'ON' during loads are in 'ON' condition only.

The KWH, KVAH readings and consumption for the months from 6/2022 to 9/2022 are furnished here under:-

Reading date	KWH reading	KWH Consumption	KVAH reading	KVAH Consumption	PF
02.05.2022	32764		44195		
02.06.2022	35159	2395	46591	2396	0.999
02.07.2022	43585	8426	55264	8673	0.971
02.08.2022	55182	11597	77587	22323	0.519 (Lead)
03.09.2022	64088	8906	128482	50895	0.175 (Lead)

The high KVAH consumption was recorded due to connection of high rated capacitors at his end during load and no-load conditions also. The complainant continuously kept the over rated capacitors in 'ON' position and due to unblocking of KVARH lead component, the KVAH consumption has recorded high with respect to KWH consumption which was shown in the above table.

4. Personal Hearing through video conferencing was conducted @ 11.30A.M on 11.10.2022. EE/O/Naidupet and complainant's representative (Raghava Reddy, Technician) present. Heard both sides.

EE/O/Naidupet has stated that the complainant has connected 3 Nos. 25KVAR capacitors against a connected load of 90HP and the electrical-in-charge has intimated that they are keeping the capacitors always in 'ON' position which are connected to supply irrespective of connected load and during holidays also remains in 'ON' position. Hence the KVAH consumption has recorded high when compared with KWH consumption.

The complainant stated that on 10.8.2022 they provided required rating of capacitors to their unit.

5. Points for determination are:

1. Whether the huge amount of CC bill issued by the department for the months of July'22 and August'2022 for the service No.3631248002360 can be revised or not?
2. Whether the complaint is maintainable before this forum as present complainant is not the registered consumer?

As per the APERC order on tariff for retail sale, the HT & CT metered 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. The present complainant not maintained the power factor leading side less than 0.95 lead. If any consumer maintains the power factor less than 0.95 lead for a period of 2 consecutive months, it must be brought back in the range of (+) or (-) 0.95 within a period of 3 months failing which without prejudice to such other rights as having accrued to the licensee or any other right of the licensees the supply to the consumer may be discontinued.



As per para. 6.9 Chapter –X in Tariff for retail sale of Electricity during F.Y. 2022-23 issued by Hon'ble APERC the consumer has to maintain power factor at their end preferably in between 0.95 lag and 0.95 lead in the interest of the system security. The consumers should not maintain the power factor leading side less than 0.95 lead. The Para 6.9 Chapter –X in Tariff for retail sale of Electricity for the F.Y. 2022-23 issued by Hon'ble APERC is as follows:-

**6.9:- “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. The consumers should not maintain the power factor leading side less than 0.95 Lead. If any consumer maintains the power factor less than 0.95 Lead for a period of 2 consecutive months, it must be brought back in the range of  $\pm 0.95$  within a period of 3 months failing which without prejudice to such other rights as having accrued to the licensees or any other right of the licensees the supply to the consumer maybe discontinued. ”*

*As per Chapter- IX Para 398 in Tariff for Retail sale of Electricity during F.Y. 2019-20*

**Unblocking of leading kVArh :**

*“ For the purpose of billing, leading KVARh is blocked hitherto for all categories of consumers in LT except Domestic and Agriculture and for all categories of consumers in HT. As kVAh billing is taking care of the reactive power management by the consumers, the Commission has decided that the blocked leading kVArh recording in the meters provided for applicable consumers be unblocked. Therefore, the licensees are hereby directed to take note of this change and action shall be taken accordingly”.*

But, it is observed that, the department programmed for updating of the meter software as per instructions of higher authorities vide Memo. No.CGM/P&MM/DEE-P1/D.No.506/2022, dated: 13.04.2022 that all the existing meters other than domestic



and agriculture and all HT service meters, the KVARh (lead) parameters blocked to be unblocked.

Month wise demand statement for SC No. 3631248002360 from May'2021 to Nov'2022 is as follows:-

Bill - Date	Opening Date	Open Reading Kwh	Close Reading Kwh	Bill Units Kwh	Open Reading Kvah	Close Reading Kvah	Bill Units Kvah	Amt	POWER FACTOR
04-Nov-22	05-Oct-22	70931	75981	5050	139531	145071	5540	59952	0.91
05-Oct-22	05-Sep-22	64088	70931	6843	128482	139531	11049	108520	0.62
05-Sep-22	04-Aug-22	55182	64088	8906	77587	128482	50895	405722	0.17
04-Aug-22	04-Jul-22	43585	55182	11597	55264	77587	22323	176353	0.51
04-Jul-22	03-Jun-22	35159	43585	8426	46591	55264	8673	72371	0.97
03-Jun-22	04-May-22	32764	35159	2395	44195	46591	2396	24120	0.99
04-May-22	04-Apr-22	30598	32764	2166	42025	44195	2170	22393	0.99
04-Apr-22	04-Mar-22	28094	30598	2504	39515	42025	2510	22632	0.99
04-Mar-22	04-Feb-22	25018	28094	3076	36419	39515	3096	26703	0.99
04-Feb-22	03-Jan-22	22679	25018	2339	34072	36419	2347	21694	0.99
03-Jan-22	04-Dec-21	20752	22679	1927	31669	34072	2403	21915	0.8
04-Dec-21	04-Nov-21	20057	20752	695	30472	31669	1197	13843	0.58
04-Nov-21	02-Oct-21	18703	20057	1354	28624	30472	1848	18228	0.73
02-Oct-21	04-Sep-21	17126	18703	1577	26621	28624	2003	19388	0.78
04-Sep-21	04-Aug-21	15414	17126	1712	24403	26621	2218	23406	0.77
04-Aug-21	05-Jul-21	14118	15414	1296	22654	24403	1749	17543	0.74
05-Jul-21	04-Jun-21	12115	14118	2003	20178	22654	2476	22670	0.8
04-Jun-21	07-May-21	10371	12115	1744	18012	20178	2166	21062	0.8
07-May-21	01-Apr-21	6336	10371	4035	13978	18012	4034	33919	1

As seen from the above billing statement it is noticed that the complainant not maintained PF. i.e., the PF recorded low during the months from June'2021 to Dec'2021 is ( 0.88 to 0.58, during July'2022 and August'2022 (disputed months) PF recorded 0.51 and 0.17 and during Sep'2022 the PF recorded is 0.62. It is clear that the complainant not maintaining PF since June'2021. The high consumption recorded in the meter is not due to **un-blocking leading kVARh in the meters**, it is also the mistake and ignorance of the complainant in maintaining the capacitors to his unit.

[https://www.mahadiscom.in/wp-content/uploads/2020/01/002\\_ANNEXURE-6\\_FAQs-REGARDING-kVAh-BILLING](https://www.mahadiscom.in/wp-content/uploads/2020/01/002_ANNEXURE-6_FAQs-REGARDING-kVAh-BILLING)

**Why is kVAh billing necessary?** Both Active (kWh) and Reactive (kVARh) energies are consumed simultaneously. Reactive Energy (kVARh) occupies the capacity of



electricity network and reduces the useful capacity of system for generation and distribution & hence its consumption also needs to be billed. KWh based billing is associated with PF incentive /penalty mechanism. Considering that the kVAh based billing has an inbuilt incentive /penalty mechanism and separate mechanism for the same is no more required; instead of billing two energies separately, billing of kVAh energy is preferred as a commercial inducement.

**When will kVAh billing be implemented?** As per MERC Order in Case No. 195 of 2017 dated September 12, 2018. The Commission intends to implement kVAh billing to all HT consumers and LT consumers having load above 20 kW from 1st April, 2020.

How kVAh billing is different from existing billing & what are its benefits? kVAh billing has an inherent mechanism to incentivize or penalize consumers according to their power factor. The Prime Objective of the kVAh based billing is to encourage the consumers to maintain near unity Power factor to achieve loss reduction, improve system stability, power quality and improve voltage profile. At the national level, emphasis is being given to Energy Conservation, Energy Efficiency and Demand Side Management (DSM) to optimize the energy usage. Through kVAh billing, the consumers will be encouraged to adopt energy efficiency programs and will be benefited by reduced electricity bills.

**Explain more about reactive Power & its effects on system?**

In case of inductive loads like motors, electrical energy can't directly be converted into useful work (rotation of motor shaft in this particular case). This is because, to convert electrical energy into rotational energy, magnetic field has to be created in between the gaps of stator and rotor of Motor. Hence, some amount of energy has to be used in creating magnetic field. The portion of power that contributes in creating magnetic field is known as Reactive Power. Though reactive power is needed to run many electrical devices, it can cause harmful effects on your appliances and other motorized loads, as well as electrical infrastructure. Since the current flowing through your electrical system is higher than that necessary to do the required work, excess power dissipates in the form of heat as the reactive current flows through resistive components like wires, switches and transformers. How can reactive power be reduced or compensated? Improving Power Factor by installing capacitors of appropriate

ratings [or Automatic Power Factor Corrector (APFC) Panels] you can locally compensate reactive power requirement, thereby reducing reactive power drawl from grid.

**Explain more about Power Factor (PF)?** Desired Power Factor is unity i.e. 1, and its range is Zero Lag – unity - Zero Lead. For purely capacitive loads PF is Zero Lead and for purely inductive loads PF is zero Lag. Unity Power Factor signifies that there is no reactive power exchange between consumer and grid. Power Factor is an indicator for efficiency of Energy Conversion. If PF is 0.85 it means that 15% of power is not resulting in actual work. If PF is 0.85 lagging it means that 15 % of power is used by inductive elements and If PF is 0.85 leading it means that 15 % excess reactive power is supplied by capacitive elements. In both the aforementioned cases 15 % of power is not resulting in to actual work. Both Leading and lagging power factor are equally harmful to the power system.

**How do I know my Power Factor?** For consumers having installed TOD, Tri-vector Meters, Meters, depending upon the nature of instantaneous load, instantaneous power factor is displayed on consumer's meter. b. Consumers can also opt to install PF meters at their LT panel to measure the PF. It is advisable to monitor PF of each individual circuit / machine / plant, as may be possible, in their internal distribution network so that the "low PF section" can be easily identified and attended.

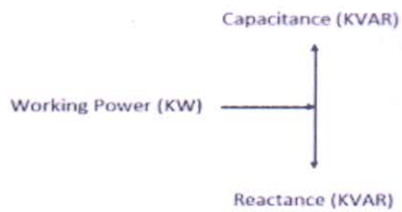
**What is Power Factor improvement?** Power factor improvement means minimizing drawl of reactive power from power system so as to make power factor unity. It is nothing but providing adequate compensation so that the reactive power requirement of the load is locally fulfilled instead of drawing it from the power system. b. This means determination of adequate size / rating of capacitors to be installed at each major inductive load is necessary.

**How can I improve my Power Factor?** If power factor is on the lagging side it can be improved by installing capacitors of appropriate ratings and if the power factor is on leading side it can be improved by installing reactors/ removing excess capacitors of appropriate ratings.

Forum of Regulators (FOR), has recommended kVAh billing. FOR in its report on "Metering Issues" published in August 2009 has stated that kVAh billing is the new



trend in electricity billing, which is adopted worldwide.



### NEED OF IMPROVING POWER FACTOR:

- a) To avoid the penalty imposed by distribution utilities for poor power factors.
- b) Now utilities have been started the billing in KVAH instead of KWH, so improved power factor helps in reducing our electricity charges.
- c) Reducing demand
- d) Increased voltage level in electrical system due to which efficiency level of motor gets better as well as life span also gets increased.

When the system is loaded lightly, the voltage increases, increasing the magnetization current demand of the machine.

<https://www.electrical-technology.com/2019/05/Causes-and-Disadvantages-of-Low-Power-Factor.html>

#### Disadvantages of Low Power Factor

These are the main **disadvantages of Low Power Factor** in our electrical system.

- Large kVA rating and size of Electrical equipments
- Large conductor size and so higher cost of transmission line
- High Transmission loss hence poor efficiency
- Poor Voltage regulation
- Penalties imposed by power utility companies (DISCOM)

The improved power factor will further reduce spending on power purchase, creating the opportunity to lower tariffs.

If power factor not maintained by the consumer the DISCOMS will be penalized and it is burden on the department also. At the same time DISCOMS will also levy

capacitor surcharge to the consumer to overcome the problem. Hence it is the duty of the consumer to maintain the power factor to unity.

This forum is of the opinion that the department followed the guidelines issued by Hon'ble APERC after completion of about 2years time period. Consumers are aware of the said programming already as Hon'ble APERC issued guidelines **as per Chapter IX Para 398 in page No. 247 in Tariff for Retail sale of Electricity during F.Y. 2019-20.**

**Point No.1:-**

The contention of the complainant is that the department issued huge amount of CC bill to his service number SC.No.3631248002360 for the months of July'2022 and August'2022 and the huge amount of CC bill received due to un-blocking of lead kvarh parameter in the meter and due to changing of the software in the meter which leads low power factor. They changed the existing capacitors with new one, even after replacement of capacitors the power factor recorded low. Further the department informed them to keep the capacitors in ON position when the motors are in running position only and keep remains in OFF position during motors in idle condition. The complainant request to revise the huge amount of CC bill issued to said service in the month of July'2022 and August'2022 due to un-blocking of lead kvarh parameter in the meter by the department cannot be considered as the complainant is not maintaining PF to unity for a period of about one year.

This forum is of the opinion that the complainant not maintained the capacitors of required rating to install to his unit. Hence he received huge amount of CC bill for the month of of July'2022 and August'2022. As per the monthly bill information it is observed that the PF recorded is low from June'2021. The department advised the complainant to provide required rating of capacitors to his unit and also advised to keep the capacitors in OFF position during no load conditions. The complainant continuously kept the over rated capacitors in 'ON' position and due to unblocking of KVARH lead component, the KVAH consumption was recorded highly with respect to KWH. Notice served regarding un-blocking of kvarh lead in the meter by the department to the complainant's representative with signature and Cell No.8374567625.



Hence there are no grounds to interfere with the revision of bill for the month of July'2022 and August'2022 for the said service SC No. 3631248002360.

The point No.1 answered accordingly.

**Point 2:-**

On the other hand while verifying the consumer ledger, it is observed that the said service is in the name of M/s.APL CANPACK PVT Limited, and was released on 28.10.1989. In the representation the complainant has mentioned that their company has taken the factory of M/s.APL Canpack private limited under long-term-lease from December 1<sup>st</sup> 2021. Further stated that the lease agreement has been registered as Document No.3981 of Book 1 of 2021 with the local Sub-Registrar's office in Sullurpet. (Enclosed lease agreement). Hence the Director of M/s.Gurbax Holdings private Limited is not the registered consumer to the said service.

This forum is constituted as per Regulation 3 of 2016 issued by Hon'ble APERC. Complainant is defined in Clause 2.4 of Regulation 3 of 2016 which is as follows:

*Complainant means and includes the following who have a grievance as defined in the Regulation:*

- a) *A consumer as defined under Clause (15) of Section 2 of the Act;*
- b) *An applicant for a new electricity connection;*
- c) *Any registered consumer association;*
- d) *Any unregistered association or group of consumers, where the consumers have common or similar interests; and*
- e) *An occupier of a premises to which electricity is or has been supplied by a Licensee;*
- f) *In the case of death of a consumer, his/her legal heir(s) or representative(s).*

*Consumer is defined under Section 2 (15) of Electricity Act which is as follows:-*

*"Consumer" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the*

Hence there are no grounds to interfere with the revision of bill for the month of July'2022 and August'2022 for the said service SC No. 3631248002360.

The point No.1 answered accordingly.

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- f) *In the case of death of a consumer, his/her legal heir(s) or representative(s).*

***Consumer is defined under Section 2 (15) of Electricity Act which is as follows:-***

***"Consumer" means any person who is supplied with electricity for his own use by a licensee or the Government or by any other person engaged in the business of supplying electricity to the public under this Act or any other law for the time being in force and includes any person whose premises are for the time being connected for the***



*purpose of receiving electricity with the works of a licensee, the Government or such other person, as the case may be;*

As seen from the agreement of Lease of Factory premises, it is observed that the Lessor Mr.Arnish Uberoi, Director of M/s.APL CANPACK PRIVATE LIMITED handed over the factory premises to the Lessee Director Smt.Anuradha Uberoi of M/s.Gurbax Holdings Private Limited for lease and also it is observed that the electricity service connection meter SC No.3631248002360 was not mentioned in the lease agreement. The lessor not handed over the said electricity service connection meter to the lessee. Hence it is clear that the present Lessee is not the consumer for the said meter and the Lessee Director Smt.Anuradha Uberoi of M/s. Gurbax Holdings Private Limited also not produced any indemnity bond from the lessor stating that she is the consumer for the lease period.

Complainant in this case is not a consumer as defined under Section 2(15) of the Act for the service number. 3631248002360. So also complainant in this case does not fall under the definition of complainant as defined in Clause. 2.4 of Regulation 3 of 2016. So complainant is not entitled to file complaint before this forum for the service number which is in the name of M/s.APL CANPACK PVT Limited. The Point No.2 answered accordingly.

Hence complaint is liable to be dismissed. Accordingly, the C.G.No.62/2022-23/Nellore Circle is disposed off.

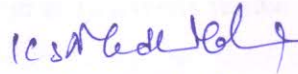
6. In the result the complaint is dismissed.

**Member (Technical)**

**Independent Member**

**Chairperson (I/c)**

**Forwarded By Order**



**Secretary to the Forum**

**This order is passed on this, the day of 14<sup>th</sup> December'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.