

**CONSUMER GRIEVANCES REDRESSAL FORUM**  
**SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED, TIRUPATI**

**On this the 11<sup>th</sup> day of October' 2023**

**C.G.No.14/2023-24/Ananthapur Circle**

**CHAIRPERSON**

**Sri. V. Srinivasa Anjaneya Murthy**  
**Former Principal District Judge**

**Members Present**

|                               |                             |
|-------------------------------|-----------------------------|
| <b>Sri. K. Ramamohan Rao</b>  | <b>Member (Finance)</b>     |
| <b>Sri. S.L. Anjani Kumar</b> | <b>Member (Technical)</b>   |
| <b>Smt. G. Eswaramma</b>      | <b>Member (Independent)</b> |

***Between***

C.Siva Reddy, M/s. Chandra Super-Specialty Hospital,  
13-2-390, Shirdi Nagar, Beside RTC Bus-Stand,  
Srinivasa Nagar Ananthapur District.

Complainant

***AND***

1. Deputy Executive Engineer/O/Ananthapur
2. Executive Engineer/O/Ananthapur
3. Superintending Engineer/Ananthapur
4. Senior Accounts Officer/O/Ananthapur
5. Executive Engineer/M&P-1/Ananthapur

Respondents

This complaint came up for final hearing before this forum through video conferencing on 09.10.2023 in the presence of the complainant and respondents and having considered the complaint and submissions of both the parties, this forum passed the following:

**ORDER**

1. The case of the complainant is that they are running M/s. Chandra Super-Specialty Hospital from 2011 in Ananthapur, that they have obtained HT connection from APSPDCL for contracted load of 150 KVA to their hospital, that for about 12 years they did not face any problem regarding billing of HT

bill but they have received increased bills for the months of February'2023 to May'2023 as under:

- A. Feb'2023 - Bill No. 2302308107 - Rs. 1,73,334-00 Ps
- B. March'2023 - Bill No. 2302351274 -Rs. 1,94,533-00 Ps
- C. April'2023 - Bill No. 2302395704 -Rs. 2,27,925-00 Ps
- D. May'2023 - Bill No. 2302430537 -Rs. 3,88,101-00 Ps

The complainant reported the matter to the Dy.EE concerned who in turn stated that they would check the capacitors, that there was a software change which was not informed to the complainant, that every month meter readings are taken but the respondents have not informed the variations to the complainant and since the respondents did not solve the problem, the complainant filed this complaint requesting for justice.

2. Respondent No.2 filed response stating that as per the directions of Hon'ble APERC, the lead unblock software was loaded in the meter on 14.06.2022 and since then the complainant did not face any problem in HT billing till Feb'2023, that during May'2023 when the complainant complained about increase of HT bill, the Dy.Executive Engineer/HT & CT Meters - 1/Anantapur inspected the service meters of the complainant on 11.05.2023 in which it was noticed that due to malfunction of APFC unit, the gradual increase in HT bill was received by the complainant and the same was informed to the complainant asking him to rectify the same to get normal consumption, but the complainant again on 16.06.2023 represented to the Chairman & Managing Director/APSPDCL/ to inspect HT service and

accordingly the Executive Engineer/M&P/Kurnool has inspected the HT service on 17.06.2023 reporting that the increase in HT bill from March'2023 to June' 2023 is only due to malfunctioning of automatic power factor correction relay which was provided in the power factor control panel for controlling the switching operation of capacitor units at the complainant end and the complainant was advised to rectify the same by installing CT in the control panel and to switch the capacitors in steps 3/5KVAR in steps for finite control of reactive energy instead of 15/25KVAR in each step and that there was no fault on the department for sudden increase on HT bill and it is only due to malfunctioning of APFC relay of APFC device which need to be taken care by the complainant only and there by requested to dismiss the complaint.

3. Now the point for determination is:

Whether there is any fault on the part of the respondents in increase of HT bills of the Complainant for the months of February'2023 to May'2023 and whether there are any grounds to order for revision of the said bills?

4. **Point:** Heard the complainant and respondents through video conferencing. The complainant has stated that the department did not inform him about unblocking of lead KVARH parameter in the meter. But according to respondents, lead unblock software was loaded in the meter on 14.06.2022 and from that date no problem arose in HT billing till Feb'2023. But the

problem is only due to malfunctioned APFC unit which was informed to the complainant. The forum do agree with the contention of the respondents because if really loading of lead unblock software in the meter is the reason, since that act was done in June'2022 immediately the increase in the HT billing should have occurred but not till Feb'2023. Hence, it is not the reason. The other reason according to the respondents for increase in HT billing was malfunctioned APFC unit which was informed to the complainant and in this connection the record shows that the Executive Engineer/M&P/Kurnool has inspected the meters and reported that the increase in HT bill during the relevant period was only due to malfunctioning of automatic power factor relay and the complainant was also accordingly advised to rectify the same.

5. The complainant did not place any material to show that there was no malfunctioning of APFC relay unit and he has also not challenged the report of the Executive Engineer/M&P/Kurnool who gave his opinion after field inspection of the meters and metering equipment of the complainant.

6. From the above discussion, this forum opine that the increase in HT billing for the period from Feb'2023 to May'2023 is only due to malfunctioning of APFC relay unit which is at complainant's end and not at the end of the respondents. Hence, this complaint is liable to be dismissed.

7. ***In the result***, the complaint is dismissed. But however, no order as to costs.



8. The complainant is informed that if he is aggrieved by the order of the forum, he may approach the Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada- 08 in terms of Clause 13 of Reg.No.3 of 2016 of Hon'ble APERC within 30 days from the date of receipt of this order and the prescribed format is available in the website vidyut ombudsman.ap.gov.in.

Typed to dictation by the computer operator-2, corrected and pronounced in the open Forum on this 11<sup>th</sup> day of October'2023.

*[Handwritten Signature]*  
11/10/2023  
**CHAIRPERSON**

*[Handwritten Signature]* *[Handwritten Signature]* *[Handwritten Signature]*  
Member (Finance) Member (Technical) Member (Independent)  
11/10/2023  
Copy to the

**Complainant and All the Respondents**

Copy Submitted to

**The Chairman & Managing Director/Corporate Office/APSPDCL/ Tirupati.**

**The Hon'ble Vidyut Ombudsman, 3<sup>rd</sup> Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.**

**The Secretary/APERC/Hyderabad-04.**

**The Stock file.**