

CONSUMER GRIEVANCES REDRESSALFORUM
SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED,
TIRUPATI

This the 06th day of December' 2023

C.G.No.39/2023-24/Kurnool Circle

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

Members Present

Sri. K. Ramamohan Rao	Member (Finance)
Sri. S.L. Anjani Kumar	Member (Technical)

Between

Sri.Riyaz Ahammad, Service Manager,
C/o. M/s. Star Motors, Auto Nagar,
Kurnool.

Complainant

AND

1. Dy. Executive Engineer/O/Kurnool
2. Executive Engineer/O/Kurnool
3. Executive Engineer/M&P/Kurnool

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 01.12.2023 in the presence of the complainant and respondents and having considered the complaint and submissions of both the parties, this Forum passed the following:

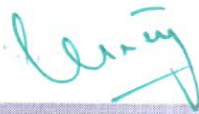
ORDER

01. The complainant during the Vidyut Adalat conducted on 21.10.2023 at Kurnool filed the complaint stating that he is the service manager of M/s. Star Motors, Auto Nagar, Kurnool, that they are utilizing the service connection SC.No.8311302104840 and that they received excess billing for the month of September'2023 due to replacement of capacitors on the



wrong advice of one Afridi who is an employee of the respondents and requested to revise the bills.

02. The said complaint was registered as C.G.No.39 /2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the complainant is utilizing the service connection for commercial premises with a contracted load of 20 KW, that the service was provided with a CT operated tri-vector meter for recording consumption Kwh, Kvrhg, KvrhD and Kvah, that the Hon'ble APERC issued a directive in retail Tariff Order for the F.Y. 2019-20 regarding unblocking of leading KVARh for the purpose of billing and accordingly the meter of the complainant was changed on 09.06.2021 in the place of old meter, that two years after installation of the new meter the complainant raised grievance about high billing and challenged the meter functioning by paying the testing fees, that the meter was tested on 03.10.2023 and the test results are satisfactory, that from the load survey data collected from the meter while testing the meter it was observed that till 01.09.2023 there was no issue regarding the excess billing but on 01.09.2023 in between 12.30 P.M. and 01.00 P.M the complainant installed excess capacitors without providing sufficient load which caused KvrhD leading to increase in Kvah and the complainant did not stop the capacitors during the night time which further lead to increase in KvrhD and in turn Kvah. The designated officers of APSPDCL are only eligible to serve any kind of notices to the consumers and the officers working in M&P division are not in the list of designated officers. The CT Meters wing of M&P Division never suggested the complainant for adding extra capacitors in the premises but it is the complainant who on his own



connected extra capacitors without providing sufficient load and he is supposed to switch on the capacitors along with load but he switched the capacitors without load even during non-working hours and hence higher bills generated as per tariff order and there was no fault on the part of the respondents.

03. Heard both the parties through video conferencing. No documents are marked for the complainant. Exhibits R1 and R2 are marked for the respondents.
04. Now the points for determination are:
 1. **Whether the complainant installed the excess Capacitors on the advice of the Respondents?**
 2. **Whether the reason for excess billing of the service connection of the complainant was installation of excess capacitors and wrong operation of the capacitors?**
 3. **To what relief?**
05. Point Nos.1 to 3: According to the respondents, the complainant fixed capacitors to the meter though there being no necessity and used to switch on the capacitors even in no load condition and it is the reason for recording of excess consumption of energy. According to the complainant, on the wrong advice of one Afridi who is an employee of the Licensee he fixed the capacitors and hence the respondents are liable for the excess billing.
06. Though the complainant alleged that on the wrong advice of one Afridi he fixed the capacitors, he did not produce any piece of evidence to prove the



said allegation. Hence, the Forum opines that the complainant on his own fixed the capacitors unnecessarily for which the respondents are not responsible.

07. Ex.R1 is the meter testing report issued by Dy.EE, CT& LT Meters, sub-Division-I, Kurnool which shows that on the challenge of the complainant, he tested the CT Meter of service connection of the complainant on 03.10.2023 and found the meter performance as satisfactory and the said report shows that the meter of the complainant was normally functioning during the month of September'2023.
08. In Ex.R2 letter addressed by Dy.EE, Distribution, Sub Division-I, Kurnool it was clearly stated that the high consumption recorded during the month of September'2023 was due to the capacitors in on condition though there was no utilization of power supply in the premises of the complainant. In Ex.R2 it was further stated that the complainant did not maintain capacitors properly due to which the bill was generated on the higher side and the fault is on the part of the consumer/complainant only and there was no fault with the respondents. In view of Exs.R1 and R2, the respondents are able to establish that due to improper utilization of the capacitors, the excess bill in September'2023 was generated. Hence, the Forum is of the considered opinion that the excess billing in the month of September'2023



was due to improper utilization of capacitors by the complainant and as such we find no grounds to revise the disputed bill charges. This complaint is devoid of merits and is liable to be dismissed. Accordingly, these points are answered.

09. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Hon'ble Vidyut Ombudsman, 3rd Floor, Plot.No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of Clause.13 of Regulation.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 vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and pronounced in the open Forum on this 06th day of December'2023.

06/12/23
CHAIRPERSON

K. Ramachandra
Member (Finance)
06/12/2023

06/12/2023
Member (Technical)

Documents marked

For the complainant: Nil

For the respondents:

Exhibit No.	Description of the document
R1	Copy of the Meter Testing Report Dt: 13.10.2023 by Dy.EE, CT & LT Meters, Sub-Division-I, Kurnool.
R2	Copy of the letter Dt: 24.11.2023 by the Dy.EE, Distribution, Sub-Division-I addressed to the EE/O/Town Division, Kurnool.

Copy to the

Complainant and All the Respondents

Copy Submitted to

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

The Hon'ble Vidyut Ombudsman, 3rd Floor, Plot No.38, Sriramachandra Nagar, Vijayawada-08.

The Secretary/Hon'ble APERC/Hyderabad-04.
The Stock file.

