

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

This the 01st day of November' 2023

C.G.No.06/2023-24/Tirupati 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.A. Kuppiah Chetty, 15/804,
Sairam Veedhi, B.P. Agraharam, Srikalahasthi,
Chittoor District.

Complainant

AND

1. Assistant Accounts Officer/ERO/Srikalahsthi
2. Dy. Executive Engineer/O/Srikalahsthi
3. Executive Engineer/O/Tirupati Rurals
4. Executive Engineer/M&P-1/Tirupati

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 27.10.2023 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 he is having service Connection No.5432300008628 for his Groundnut Oil Mill for which the



respondents changed the old meter during the month of May'2022 and that though he did not utilize the power, the respondents issued bill for CC charges of Rs.1,27,000/- and requested to revise the bill.

2. The said complaint was registered as C.G.No.06/2023-24 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the impugned service connection is under Category No.III with outstanding arrears of Rs.1,26,000/- for the months from June'2022 to September'2022 which is due to capacitors issue, that on 03.04.2023 the Assistant Engineer visited the premises of the complainant for taking monthly reading and noticed that the meter was not displaying the reading and the same was intimated to AE, CT Meters, Tirupati and average units were calculated at KWH 131 units and KVAH 131 units and the same was served to the complainant on 25.04.2023 and the meter was replaced and informed the complainant that he has to connect the capacitors only when the load is switched on and the lead KVAH will also attract charges, but the complainant fixed the capacitors before the main switch resulting that though the loads are in off position, the meter



is running due to capacitors load and hence, huge KVAh units are recorded for the period between May'2022 to August'2022.

3. Heard both the parties through video conferencing.

4. Now the points for determination are:

1. Whether the reason for excess bill is fixing of capacitors in a wrong direction as stated by the respondents?

2. Whether the complainant is entitled for Withdrawal of the CC charges bill for Rs.1,27,000/- as prayed for ?

5. **POINT:** Perused the entire record. The case of the complainant is that his defective meter was replaced by the respondents and though he did not utilize the power, he received bill for CC charges for Rs.1,27,000/-. On the otherhand, it is the version of the respondents that on 03.04.2023 the Assistant Engineer when visited the service connection of the complainant for taking monthly reading, he noticed that the meter was not displaying the reading and immediately he intimated the same to the AE/CT Meters/Tirupati and average units bill of KWH 131 units and KVAh 131 units were served to the complainant and on 25.04.2023 the meter was replaced and the complainant was informed to connect the



capacitors only when the load is switched on but the complainant fixed the capacitors before the main switch and in that position though the load is in off position, the meter will run due to capacitors load and that is the reason for recording of huge KVAH units for the period from 05/2022 to 08/2022. Perused the inspection report dt:25.04.2022 in which in remarks column the respondents noted that the stuck up meter was replaced with new meter and test results are found satisfactory and the lead KVAH parameter was unblocked for the meter and the same was intimated to the complainant. The signature of one person by name S.Sekhar was obtained on the said inspection report. The complainant during the course of enquiry through video conferencing admitted that the said Sekhar who signed on the test report is the person to whom he leased out his groundnut oil mill but the said Sekhar did not inform him about the inspection report. The complainant also pleaded ignorance about fixing of the capacitors in a wrong direction to the meter and also pleaded ignorance about the running of the capacitors though the load was in off position.

6. Generally the capacitors will be installed by the consumers for improvement of the power factor and the consumer/complainant is



expected to go in for good monitoring the healthiness of the capacitors at frequent intervals and he should connect suitable rated capacitors at respective starter control and connect such a way that the capacitors get electricity when the motor is running only. But here in the case on hand, the contention of the respondents is that the capacitors are fixed in a wrong direction by the complainant and though the load is in off position, the meter is running due to capacitors are in on position and it is the reason for recording of huge KVAh units but the complainant did not deny the said contention though he is admitting fixing of capacitors to his service connection. When the capacitors are not fixed in a proper way and not operated properly, certainly it results in recording of huge KVAh units as in the case of the complainant. Hence, this Forum opines that the fault is at the end of the complainant and not at the end of the respondents and hence the complainant has to pay the CC bill amount issued by the respondents. Hence, we find no merit in the complaint and it is liable to be dismissed. Accordingly, the points are answered.

7. ***In the result***, the complaint is dismissed. However, the complainant is permitted to pay the due amount to the respondents in 12 equal



instalments besides paying the regular consumption charges. On payment of 1st instalment, the respondents are directed to restore the service connection of the complainant and the complainant shall pay the remaining 11 instalments without any default. If the complainant commit default in payment of any one installment, the respondents are at liberty to disconnect the service connection. There is 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, 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 01st day of November'2023.

[Handwritten signature in green ink]
01/11/2023

CHAIRPERSON

[Handwritten signature in blue ink]
Member (Finance)
01/11/2023

[Handwritten signature in blue ink]
Member (Technical)
01/11/2023

Documents marked

For the complainant: Nil

For the respondents: Nil

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.

