

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

On this the 11th day of October' 2023

C.G.No.12/2023-24/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)
Smt. G. Eswaramma	Member (Independent)

Between

D.Ramaiah,C/o. M/s. Astalakshmi Malleswara Swamy Rice Mill,
6-4, Bazaar Street, CTM, Chittoor Dt.

Complainant

AND

1. Asst. Accounts Officer/ERO/Madanapalli
2. Deputy Executive Engineer/O/Madanapalli Rural
3. Executive Engineer/O/Madanapalli

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. This complaint is filed by the complainant stating that due to faulty meter, from the last two months they are getting excess bills and requested for reduction of bills.
2. The said complaint was registered as C.G.No.12/2023-24 and notices were issued to the respondents calling for their response. The 1st respondent

submitted their response stating that the consumer requested the Dy.EE/R/Madanapalli to check the meter as the bill amount was abnormal and then they advised the consumer to pay the meter challenge fees for testing the meter and accordingly meter was tested on 19.06.2023 and found that it was functioning properly, that the AEE/LT&CT Meter/Madanapalli and AEE/O/CTM observed that the capacitors provided by the consumer were kept continuously in service and the capacitors provided are of defective in one phase and the same was informed to the consumer advising him to replace the defective capacitor with the help of skilled technician/electrician and at the request of the consumer the meter was replaced on 27.06.2023, but again it was observed in July'2023 that the bill amount was on high side and unless the consumer maintain good PF, provide suitable capacity of capacitor, the KVAH units will not come down which is the reason for the excess bill amount and that there was no fault of the meter.

3. Now the point for determination is:

Whether there is any fault in the meter in generating excess bill amounts and whether there are grounds to order for reduction of the questioned bill amounts as prayed for by the complainant?

4. **POINT:** Perused the record. The record shows that on the request of the complainant, the meter was tested and report was submitted by


Being

AEE/LT&CT Meter/Madanapalli which shows that the meter was tested in the presence of the complainant and found that it was functioning properly. In the test report in the remarks column, it was noted that the capacitor wiring was found defective and the consumer was advised to check the capacitors. From this test report of the meter, it is very clear that the excess bills are only due to defective wiring of the capacitors and malfunctioning of the capacitors and hence the fault is at the end of the complainant and not at the end of the respondents. Hence, this forum find no merit in the complaint and it is liable to be dismissed. Accordingly, the point is answered.


5. ***In the result***, the complaint is dismissed. No order as to costs.
6. 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 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 vidyutombudsman.ap.gov.in.

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


CHAIRPERSON


Member (Finance)
11/10/2023


Member (Technical)


Member (Independent)

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/APERC/Hyderabad-04.

The Stock file.