

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.15/2023-24/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

Shaik Syfuddin, C/o. M/s. Noor Traders,
Plot No.20, Industrial Park, Valasapalli,
Madanapalli

Complainant

AND

1. Assistant Accounts officer/ERO/Madanapalli
2. Deputy Executive Engineer/O/Madanapalli
3. Executive Engineer/O/Madanapalli
4. Executive Engineer/M&P-2/Tirupati

Respondents

ORDER

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 he is running a firm under the name and style of M/s. Noor Traders and obtained electrical service connection No.5211607001770, that he is getting Rs.10,000/- per month

towards electrical consumption charges, that on 03.05.2023 he got bill for Rs.26,645/- and when he enquired the AE, he told him that he will reduce the same but asked him to pay and accordingly he paid. Again the complainant on 03.06.2023 got the bill for Rs.72,421/- and again on 05.06.2023 he made a written complaint to the AE who in turn conducted inspection and advised him to get rectification of capacitor problems. Then the complainant complained to EE but in vain. On 04.7.2023 the complainant got the bill for Rs.24,741/-. When he enquired why he is getting excess bills, he came to know that in the month of April the lock to the meters was removed by the officers without intimation to him. The complainant is not in a position to pay the excess bills and prayed for justice.

2. The said complaint was registered as C.G.No.15/2023-24 and notices were issued to the respondents calling for their response. The 4th respondent submitted their response stating that the meter of the complainant was inspected and tested by AEE/LT& CT Meters/ Appalling on 20.04.2023 during the testing process the meter software was updated by unblocking the lead power factor, that after software updation, a notice was issued to the complainant asking him to fix correct rated capacitors at the load side and also to maintain power factor within + 1 to - 1 for all lag and lead loads, but as the premises was locked and hence notice was not served and hence the notice was affixed to the door of the premises and in the notice the complainant was asked to fix proper capacitors. The excess billing received by the complainant is only due to excess

rating of the capacitors connected to the premises by the complainant and some capacitors are under direct connections and unblocking of KVARH lead block was clearly explained to the consumer and there was no fault on the part of the meter and the fault is at the end of the complainant only.

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. It is the allegation made by the complainant as a reason for excess billing was that the respondents did not inform him when they uploaded the software in the meter in April'2023. But, in the complaint itself, the complainant has stated that on 05.06.2023 when he made a written complaint to the AE about excess billing, the AE in turn inspected the meter and informed him that there was a problem in the capacitors and advised him to get the same rectified but nowhere in the complaint it was stated that the complainant has taken steps for rectification of capacitor problems. According to the respondents, the reason for excess billing was due to problems in the capacitors fixed at the meter of the complainant and they have informed the same to the complainant which was admitted by the complainant in his complaint. If the complainant has taken steps for rectification of the capacitor problem, certainly the bills would have been generated for normal amounts and

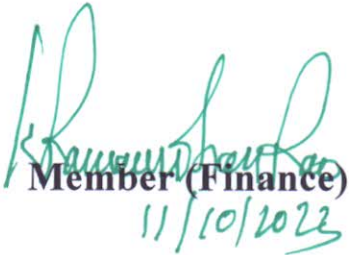
not for excess amounts. Hence, the fault is at the end of complainant/consumer for not taking steps for rectification of the defects in the capacitors which is the reason for excess billing for which he cannot blame the respondents. Hence, this forum find no merits in the complaint and is liable to be 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 vidyut ombudsman.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.

 11/10/2023

CHAIRPERSON


Member (Finance) 11/10/2023

 11/10/2023
Member (Technical)

 11/10/2023
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/Hon'ble APERC/Hyderabad-04.

The Stock file.