

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

TIRUPATI
This 09th day of April'2025

C.G.No.323/2024-25/Annamayya 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. W. Vijaya Lakshmi	Member (Independent)

Between

Big C Mobiles Pvt Ltd Represented by its Manager
Sri V.Jagadeesh, D.No. 4/230 and 231, Avenue Road,
Madanapalli.

Complainant

AND

1. Superintending Engineer/O/Annamayya
2. Dy.Executive Engineer/O/Madanapalli
3. Executive Engineer/O/Madanapalli
4. Assistant Accounts Officer/ERO/Madanapalli

Respondents

This complaint came up for final hearing before this Forum through video conferencing on 08.04.2025 in the presence of the complainant and respondents and having considered the material placed by both the parties, this Forum passed the following

ORDER

01. The complainant filed the complaint stating that they received CC bills for the month of January & February, 2025 with abnormal charges and they are to be revised.



02. The said complaint was registered as C.G.No.323/2024-25 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the existing meter was changed with Adani smart meter in December 2024 and after replacement of the meter KVAH units are billed with abnormal due to capacitors are directly connected and unblocking leading KVAH parameter and there is no problem in the meter and the high KVAH units consumption was recorded due to the above reason of continuously maintaining the capacitors in running condition (ON) and they advised the complainant to maintain the capacitors in a proper way i.e., at the time of power utilization only the capacitors are to be in running condition (ON) and in rest time the capacitors are to be in OFF condition. Subsequently on payment of meter testing fees by the complainant the existing Adani meter was sent to MRT Lab for testing and the test report received stating that there is no fault with the meter.

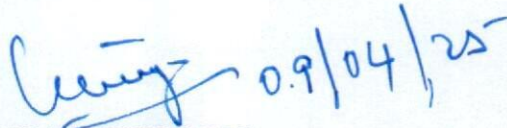
03. Heard the complainant and respondents through video conferencing. The respondents submit that the existing meter was changed with Adani smart meter in December 2024 and after replacement of the meter KVAH units are billed with abnormal due to capacitors are directly connected and unblocking leading KVAH parameter and there is no problem in the meter and the high KVAH units consumption was

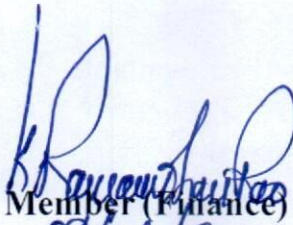
recorded due to the above reason of continuously maintaining the capacitors in running condition (ON) and they advised the complaint to maintain the capacitors in a proper way i.e., at the time of power utilization only the capacitors are to be in running condition (ON) and in rest time the capacitors are to be in OFF condition. Subsequently on payment of meter testing fees by the complainant the existing Adani meter was sent to MRT Lab for testing and the test report received stating that there is no fault with the meter.

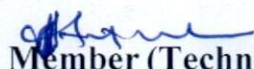
04. On considering the plea of both the parties and the record available before us and also considering the meter test report that there is no fault with the meter, we are of the opinion that the reason for recording high consumption of units during the relevant months was due to improper utilization of the capacitors only and there is no fault with the meter. For the above reason, we find no fault with the respondents in issuing the CC bills for the relevant months and we find no ground to revise the CC bills under question. Accordingly, the complaint is dismissed. There is no order as to costs. The secretary of the Forum is instructed to forward a copy of this order to the complainant herein through whatsapp and Post.
05. The complainant is informed that if he is aggrieved by the order of the Forum, he may approach the Vidyut Ombudsman, 3rd Floor, Plot.

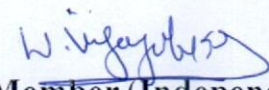
No.38, Adjacent to Kesineni Admin Office, Sriramachandra Nagar,
Mahanadu Road, Vijayawada-08 in terms of Clause.18.1 of
Regulation.No.3 of 2016 of Hon'ble APERC within 30 days from the
date of receipt of this order and the prescribed format is available in
the website vidyutombudsman.ap.gov.in.

Typed to dictation by the computer operator-2 corrected and
pronounced in the open Forum on this 09th day of April'2025.

 09/04/25
CHAIRPERSON

 09/04/2025
Member (Finance)


Member (Technical)


Member (Independent)

Documents marked

For the complainant: Nil

For the respondents: Nil

Copy to the

Complainant through whatsapp and Post

All the Respondents

Copy Submitted to

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

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

The Secretary/Hon'ble APERC/Vidyut Niyantrana Bhavan, Adjacent to
220/132/33/11 KV AP Carbides Sub Station, Dinnedevarapadu Road,
Kurnool-518002, State of Andhra Pradesh.

The Stock file.