

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

This 06th day of May'2025
C.G.No.07/2025-26/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

Smt. D. Shyamala,
C/o. Babar Agro Industries Welding Shop,
Srikalahasthi Road, Naidupeta Town.

Complainant

AND

1. Superintending Engineer/O/Tirupati
2. Dy.Executive Engineer/O/ Naidupeta
3. Executive Engineer/O/Naidupeta
4. Assistant Accounts Officer/ERO/Naidupeta

Respondents

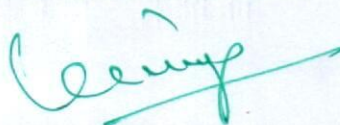
This complaint came up for final hearing before this Forum through video conferencing on 05.05.2025 in the presence of the complainant's tenant and respondents and having considered the material placed by both the parties, this Forum passed the following

ORDER

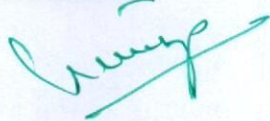
- 01.** The complainant filed the complaint stating that recently the respondents replaced the service meter with smart meter which recorded excess consumption and issued CC bill for excess amount and as such the CC bill for February'2025 is to be revised.



02. The said complaint was registered as C.G.No.07/2025-26 and notices were issued to the respondents calling for their response. The respondents submitted their response stating that the old IRDA meter was replaced with a new smart meter on 27.12.2024, that the installed smart meter is compatible for lead unblock functionality with the KVARh lead unblocking feature, that during the field inspection it was observed that the consumer connected capacitor of KVAR continuously even when there is no actual load on the energy meter, that as the installed smart meter is compatible for recording leading reactive power due to lead unblock, the continuously connected capacitor acts as a load under no load conditions, leading to recording of KVAh consumption and consequently the levy of CC charges. As per Clause No.19.2 of GTCS, it shall be the duty of every consumer to stop wastage and inefficient use of electricity and as per GTCS clause NO.19.3 the consumer shall be deemed to have full knowledge of all Regulations, Notifications and Laws relating to supply of electricity and therefore it is the responsibility of consumer to install suitable rating capacitors and to keep those capacitors in service as and when required only. In the case on hand, as the consumer not maintained the capacitors properly, for the month of February'2025 excess consumption was recorded and hence the complaint is not maintainable.



03. Heard the complainant's tenant and respondents through video conferencing. The respondents submit that the old IRDA meter was replaced with a new smart meter on 27.12.2024, that the installed smart meter is compatible for lead unblock functionality with the KVARh lead unblocking feature, that during the field inspection it was observed that the consumer connected capacitor of KVAR continuously even when there is no actual load on the energy meter, that as the installed smart meter is compatible for recording leading reactive power due to lead unblock, the continuously connected capacitor acts as a load under no load conditions, leading to recording of KVAh consumption and consequently the levy of CC charges. As per Clause No.19.2 of GTCS, it shall be the duty of every consumer to stop wastage and inefficient use of electricity and as per GTCS clause NO.19.3 the consumer shall be deemed to have full knowledge of all Regulations, Notifications and Laws relating to the supply of electricity and therefore it is the responsibility of consumer to install suitable rating capacitors and to keep those capacitors in service as and when required only. In the case on hand, as the consumer not maintained the capacitors properly, for the month of February'2025 excess consumption was recorded and hence the complaint is not maintainable.



04. We have considered the contentions of both the parties and relevant provisions under Retail Supply Tariff Order for F.Y.2024-25 issued by Hon'ble APERC and GTCS Rules.
05. *As per Chapter- IX Para 398 in Tariff for Retail sale of Electricity during F.Y. 2019-20 Unblocking of leading KVArh : For the purpose of billing, leading KVArh is blocked hitherto for all categories of consumers in LT except Domestic and Agriculture and for all categories of consumers in HT. As KVAh billing is taking care of the reactive power management by the consumers, the Commission has decided that the blocked leading KVArh recording in the meters provided for applicable consumers be unblocked. Therefore, the licensees are hereby directed to take note of this change and action shall be taken accordingly.*
06. **19.3 of GTCS :- Knowledge of Facts and Rules:-**
The consumer shall be deemed to have full knowledge of the provisions of the Electricity Act, 2003, the A.P. Electricity Reform Act, 1998, and all regulations and notifications made there under, as also all laws relating to the supply of electricity. As per the above clause the consumer shall be deemed to have full knowledge of the provisions of Acts relating to the supply of electricity.
07. Here, in the case on hand, the complainant failed to maintain perfect power factor and he maintained the power factor and it is the reason for recording of high consumption.
08. As per the Tariff Order and GTCS rules as mentioned in Para Nos. 5 and 6 supra, the complainant is under the obligation to maintain perfect PF after



installation of the smart meter and failure in maintenance of perfect PF on the part of the complainant, is nothing but his negligence for which he is liable for the excess billing and the respondents are not responsible.

09. For the aforesaid discussion, we have no hesitation to hold that the complainant is responsible for excess billing under question, since he failed to maintain perfect power factor and we find no merit in the complaint. 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.
10. The complainant is informed that if she is aggrieved by the order of the Forum, she 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 06th day of May'2025.

Ching 06/05/2025

CHAIRPERSON

[Signature]
Member (Finance)
06/05/2025

[Signature]
Member (Technical)

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.

Revised 06/05/2025