CENTRAL POWER DISTRIBUTION CORPORATION OF A.P.LIMITED

From
The Executive Engineer,
OPERATION, APCPDCL,
TOWN.VIJAYAWADA

To
The General Manager (Revenue),
APCPDCL,Corporate Office
VIJAYAWADA

Lr.No.EE/OP/TOWN/VJA/AE/COML//F.DOC/DNO. 538 /2025 DT.08.10.2025

Sir,

Sub: -APCPDCL-OP Division Town Vijayawada-USCNO.6423249001768, cat II, Gandhinagar- Representation NO.8 of 2025-26 (CGNO.03/2025-6/Krishna) filed before the Hon'ble Vidyut Ombudsman, Andhra Pradesh,Amaravati- Orders dt 22.09.2025 and 07.10.2025-Placing the issue on official website of APCPDCL as per clause 20.4 of Regulation No.3 of 2016--Reg

Ref: -1) Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) filed before the Hon'ble Vidyut Ombudsman,Andhra Pradesh,Amaravati .Orders dt.22.09.25.
2) Lr.No.EE/OP/TOWN/VJA/AE/COML//F.DOC/DNO.513 /2025 DT.25. 09.2025.
3) Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) filed before the Hon'ble Vidyut Ombudsman, Andhra Pradesh,Amaravati .Orders dt.07.10.25.

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In continuation to the letter under reference 2nd cited it is to submit that the Hon'ble Vidyut ombudsman, Vijayawada has passed orders dt.07.10.2025 in Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) that

Advocate for representationist present through whatsapp. R1 to R3 present. So far **R1 to R5 have not placed the representation and other documents in the website of licensee** as per Regulation 20.4 of Regulation No.3of 2016. Time granted till 14.10.2025 to comply with regulation No.20.4.For hearing 14.10.2025 12.00 noon.

In this connection the Regulation 20.4 of Regulation No.3of 2016 is reiterated here under for ready reference please.

20.4 where the ***Vidyut ombudsman is the opinion that the adjudication of the representation is likely to have an impact on the rights and interests of other consumers or the Electricity industry, he may direct the Licensees to place the Representation along with the enclosed documents, if any, on the official website of the licensees, also intimating the date of hearing.***

In view of the above orders issued by the Hon'ble Vidyut ombudsman, Vijayawada dt 22.09.2025 and 07.10.2025 it is requested to arrange to take necessary action to ***place the above issue on APCPDCL official website as per clause 20.4 of Regulation No.3 of 2016 for which the entire case docket is here with enclosed for ready reference and for taking further necessary action please.***

Thanking you sir,

Encl;-As above

EXECUTIVE ENGINEER,
OPERATION, APCPDCL,
TOWN::VIJAYAWADA.

Copy submitted to the Superintending Engineer / Operation /Vijayawada- for favour of information please.
Copy submitted to the General manager / IT/APCPDCL /Vijayawada- for favour of information and necessary please.
Copy submitted to the Hon'ble Vidyut ombudsman, Vijayawada - for favour of information please.

07.10.2025

Rep.No.08 of 2025-26

Advocate for representationist present through whatsapp. R1 to R3 present. R4 absent. R5 absent. So far R1 to R5 have not placed the representation and other documents in the website of licensee as per Regulation 20.4 of Regulation No.3 of 2016. Time granted till 14.10.2025 to comply with regulation No.20.4.

For hearing 14.10.2025 12.00 noon

Sd/-

Vidyut Ombudsman-AP

19.2 A representation may be filed before the Vidyut Ombudsman against the order of the Forum within thirty (30) days from the date of receipt of the order of the Forum.

Provided that the Vidyut Ombudsman may entertain a representation after the expiry of the period of 30 days, if he is satisfied that there was a sufficient cause for not filing it within such period, upon such terms as to costs or otherwise as the Vidyut Ombudsman thinks fit.

19.3 The Vidyut Ombudsman may reject the representation at any stage under the following circumstances:

a) In cases where proceedings in respect of the same matter and between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority;

b) In cases which fall under Sections 126, 127, 135 to 139 and 152 of the Act;

c) In cases where the representation

i) does not disclose a cause of action;

ii) appears *ex facie* to be barred by any law; or

iii) is re-presented without rectifying the defects for the correction of which

It was returned or beyond the time specified in the endorsement of return.

Provided that no representation shall be rejected unless the complainant has been given an opportunity of being heard.

19.4 If the representation is considered to be in order, the Secretary shall obtain the orders of the Vidyut Ombudsman for admission of the same for hearing.

20. Issue and Service of Notices

20.1 The Vidyut Ombudsman shall fix a date for appearance of the respondent(s) and issue notices to both parties for appearance on that day and the notice to the respondent(s) shall be accompanied by a copy of the representation and copies of enclosed documents, if any.

20.2 The Vidyut Ombudsman may, on the request of the complainant, permit the complainant to effect service of such notice on the respondent by delivering or tendering to the respondent personally and the complainant shall provide proof of such personal service to the Vidyut Ombudsman.

20.3 The Vidyut Ombudsman may cause the service of such notices on both parties in the manner prescribed by Section 171 of the Act or through special messenger and obtaining signed acknowledgement or by *fax* or by *e-mail*.

20.4 Where the Vidyut Ombudsman is of the opinion that the adjudication of the representation is likely to have an impact on the rights and interests of other consumers or the Electricity Industry, he may direct the Licensees to place the representation along with the enclosed documents, if any, on the official websites of the Licensees, also intimating the date of hearing.

Posted to 14/10/25

CENTRAL POWER DISTRIBUTION CORPORATION OF A.P.LIMITED

From
The Executive Engineer,
OPERATION, APCPDCL,
TOWN.VIJAYAWADA

To
The General manager(Revenue),
APCPDCL,Corporate Office
VIJAYAWADA

Lr.No.EE/OP/TOWN/VJA/AE/COML//F.DOC/DNO.513 /2025 DT. 25-09.2025.

Sir,

Sub: -APCPDCL-OP Division Town Vijayawada-USCNO.6423249001768, cat II, Gandhinagar- Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) filed before the Hon'ble Vidyut Ombudsman, Andhra Pradesh,Amaravati-Orders dt 22.09.2025-Placing the issue on official website of APCPDCL as per clause 20.4 of Regulation No.3 of 2016--Reg

Ref: -1) Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) filed before the Hon'ble Vidyut Ombudsman,Andhra Pradesh,Amaravati .Orders dt.22.09.25.

****

It is to submit that the consumer of USCNO. 6423249001768, cat .II, of operation section Gandhinagar has filed a Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna) before the Hon'ble Vidyut Ombudsman, Andhra Pradesh, Amaravati.

It is to submit that on par with other consumers, meter was changed on 27.02.2025 to the consumer of Sc.No. 6423249001768, Gandhinagar, During the meter change our staff has orally intimated to the available staff at the premises, to switch off the capacitors during no load. On representation of the complainant, it was observed that the power factor of the above service was below acceptable limits, The connected load of the service is lighting load only., There is no load thereby the capacitors attracting excess units drawn due to excess reacting power drawl and The above service has been billed with consumption of 7235 units for the month of 04/2025 with an amount of RS.76486.00.

It is further submitted that as per Clause 5.13.1 of the GTCS (General Terms and Conditions of Supply), all LT consumers using induction motors or welding transformers are required to install and maintain LT capacitors of appropriate rating to maintain the power factor as per standards prescribed by the APCPDCL. This is a mandatory condition, and it is the responsibility of the consumer to comply all times, as per the APERC regulations for the financial year 2019-20. Unblocking of leading KVARH: -

"For the purpose of billing, leading KVARH is blocked hitherto to 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 here by direct to take note of this change and action shall be taken accordingly".

In this connection the consumer of the above service has approached the Hon'ble forum for the Redressal of consumer Grievances in APCPDCL, Vijayawada vide CGNO.03/2025-26/Krishana and the Hon'ble forum has pronounced their orders dt 05.08.2025 and stated that ***there are no merits in the case of the complainant, for reducing the CC Bills as requested by the complainant. Hence the complainant is liable to pay the entire amount. In the result the complaint is dismissed as devoid of merits.***

Further the consumer again approached the Hon'ble Vidyut ombudsman,Vijayawada vide Representation NO.8 of 2025-26 (CGNO.03/2025-26/Krishna).

The Hon'ble Vidyut ombudsman,Vijayawada Heard both parties on 22.09.2025 and stated that The issue raised by the consumer concerns several other such instances as the introduction of the smart meter is being undertaken now and therefore, ***it is essential that the Licensee is directed to place the issue on its official website as per clause 20.4 of Regulation No.3 of 2016****. Now, the consumer has no problem with the billing and the Licensee has no problem with the supply of electricity.* ***Therefore, the matter is posted to 07.10.2025****.*

In view of the above orders issued by the Hon'ble Vidyut ombudsman,Vijayawada dt 22.09.2025 it is requested to arrange to take necessary action to ***place the above issue on APCPDCL official website as per clause 20.4 of Regulation No.3 of 2016 for which the entire case docket is here with enclosed for ready reference and for taking further necessary action please.***

Thanking you sir,

Encl;-As above

EXECUTIVE ENGINEER,
OPERATION, TOWN
APCPDCL::VIJAYAWADA.

Copy submitted to the Superintending Engineer / Operation /Vijayawada- for favour of information please.
Copy submitted to the General manager / IT/APCPDCL /Vijayawada- for favour of information and necessary please.
Copy submitted to the Hon'ble Vidyut ombudsman, Vijayawada - for favour of information please.

22.09.2025

Rep.No.08 of 2025-26

Consumer and his advocate are present on line. R1 and R2 are physically present. R3 to R5 are absent.

Heard both parties.

The issue raised by the consumer concerns several other such instances as the introduction of the smart meter is being undertaken now and therefore, it is essential that the Licensee is directed to place the issue on its official website as per **clause 20.4 of Regulation No.3 of 2016**. Now, the consumer has no problem with the billing and the Licensee has no problem with the supply of electricity. Therefore, the matter is posted to 07.10.2025. Ultimately it has to be verified whether 7235 units were actually consumed in the month of March, 2005 for which bill was raised on 02.04.2025.

Call on 07.10.2025 at 11:30 AM on VC

Sd/-

Vidyut Ombudsman-AP

(6)

VIDYUT OMBUDSMAN
ANDHRA PRADESH :: AMARAVATI

3rd Floor, Sri Manjunatha Technical Services, Plot No.38, Adjacent to Kesineni Admin Office,
Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520 007.
Phone No.0866 - 2951516 Email: sco2vo@gmail.com

BY REGISTERED POST WITH ACK DUE (EMAIL IF AVAILABLE)

Representation No.08 of 2025-26 (CG No.03/2025-26/Krishna)

Between

Yerneni Rama Krishna Babu .. Representationist

AND

1. The Assistant Accounts Officer/ERO/APCPDCL/Vijayawada Town 1
2. The Assistant Executive Engineer/O/APCPDCL/Gandhinagar
3. The Deputy Executive Engineer/O/APCPDCL/Distribution - II Vijayawada
4. The Executive Engineer/O/APCPDCL/Vijayawada Town
5. The Superintending Engineer/O/APCPDCL/Vijayawada .. Respondents

NOTICE

Please take notice that the enquiry/hearing of **Representation No.08 of 2025-26 (CG No.03/2025-26/Krishna)** will be conducted on **22-September-2025 (Monday) at 11:30 A.M on Video Conference.** As such, you are hereby directed to make your appearance at the time of such enquiry/hearing either personally or through agent or advocate as is permissible under clause No.21.8 of Regulation No.3 of 2016 at 11.30 AM on 22.09.2025 through video conference **the link for which will be forwarded to you in due course of time by email** and also for submission of counter of respondents and also for submission of evidence/documents if any by both side parties by **Regd. Post or courier or personally in the office** after duly serving the copies of the same **in advance** on other parties to this representation before the date of hearing itself, failing which, the matter will be decided in your absence on the basis of the material available on by record, in accordance with law. **The official respondents are hereby directed to send their official working email to sco2vo@gmail.com immediately after receipt of this notice, so as to forward the VC link by the office to your working email addresses without any further delay and also to transmit the copies of documents filed by the representationist by email.** **(NB: Respondents are at liberty to receive physical copies of documents filed by the representationist from the office of VO on any working day during working hours if they desire so).**

VIDYUT OMBUDSMAN VIJAYAWADA-08

Date: 08-Sept-2025 Vidyut Ombudsman-AP, Vijayawada

To

Representationist:

Yerneni Rama Krishna Babu, D.No.29-14-60, Prakasam Road, Suryarao Peta, Vijayawada, NTR Dist Pin Code 520002 (Mobile Nos.9912205448 / 9246401100; email: ln.yerneni@gmail.com; Advocate Mobile No.9848127375 / 9440689369; email: srp.adv@gmail.com) .. Representationist

Respondents:

1. The Assistant Accounts Officer/ERO/APCPDCL/Vijayawada Town 1
2. The Assistant Executive Engineer/O/APCPDCL/Gandhinagar
3. The Deputy Executive Engineer/O/APCPDCL/Distribution - II Vijayawada
4. The Executive Engineer/O/APCPDCL/Vijayawada Town
5. The Superintending Engineer/O/APCPDCL/Vijayawada .. Respondents

Dis.No.100 dt.08.09.2025

Before the Hon' ble VIDYUT OMBUDSMAN,
ANDHRA PRADESH :: AMARAVATHI
Dis No. – 100 dt 08.09.25

Between

Yerneni Rama Krishna Babu,
D.No.29-14-60,Prakasam Road,Suryarao Peta,Gandhinagar Vijayawada.530002.
SC.No: 6423249001768,Gandhinagar.. ..... Complainant

AND

1. AAO/ERO-VIJAYAWADA TOWN 1.
2. AEE- GANDHINAGAR
3. DEE- DISTRIBUTION II
4. EE- VIJAYAWADA TOWN
5. SE-VIJAYAWADA ..... Respondents

WRITTEN SUBMISSIONS SUBMITTED BY RESPONDENT No 1 to -5

1. It is humbly submitted before the Hon'ble VIDYUT OMBUDSMAN that the complainant filed this complaint against the respondents for interruption of supply all are false and frivolous allegations.
2. It is further submitted that as per Clause 5.13.1 of the GTCS (General Terms and Conditions of Supply), all LT consumers using induction motors or welding transformers are required to install and maintain LT capacitors of appropriate rating to maintain the power factor as per standards prescribed by the APCPDCL. This is a mandatory condition, and it is the responsibility of the consumer to comply all times, as per the APERC regulations for the financial year 2019-20. Unblocking of leading KVARH: -

"For the purpose of billing, leading KVARH is blocked hitherto to 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 here by direct to take note of this change and action shall be taken accordingly".

Contd...2

3. It is to submit that The GTCS does not require the APCPDCL to issue prior intimation to consumer Regarding capacitor installation or power factor maintenance. The consumer is deemed to be aware of the GTCS provisions which are part of the contract of supply. we are also intimated to the consumers at the time of providing supply.

4. It is to submit that on par with other consumers, meter was changed on 27.02.2025 to the consumer of Sc.No. 6423249001768, Gandhinagar, During the meter change our staff has orally intimated to the available staff at the premises, to switch off the capacitors during no load. On representation of the complainant, it was observed that the power factor of the above service was below acceptable limits, The connected load of the service is lighting load only., There is no load thereby the capacitors attracting excess units drawn due to excess reacting power drawl.

5. It is to submit that The APCPDCL has acted strictly in accordance with the GTCS and APERC regulations. The excess units drawn due to excess reacting power drawl is automatic and not discretionary aimed at ensuring system efficiency and preventing reactive power burden on the grid.

Prayer: In light of the above, we humbly request the Hon'ble Vidyut Ombudsman to consider this submission and dismiss the complaint, as the action taken by the APCPDCL is in full conformity with the GTCS and prevailing tariff regulations.

Hence the above circumstances we pray the Hon'ble VUDYUT OMBUDSMAN to dismiss the complaint.

Contd...3

Note :- The following documents are enclosed here with in support of our case.

Encls Nos.

1. APERC order Dt: 22.07.2021.
2. Instructions issued vide Lr.No: JMD (V&S) / EE-T&MRT/VJA/PERSHI2/F.No.63/D.No.40/2022, Dt : 08/03/2022.
3. Account Copy .

Be pleased to consider,

Assistant Accounts Officer ERO/VJA/Town-I	Asst. Executive Engineer Operation/Gandhi Nagar	Dy Executive Engineer Distribution-II

Executive Engineer Operation/Vijayawada/Town	Superintending Engineer Operation/Circle/Vijayawada.

N. Jagadeesh
Received copy
20/9/2025

Section:GANDHINAGAR DistName:49-GANDHINAGAR Uscno:6423249001768 Name:Y Rama Krishna
LT2/1 Phase:3 Group:M1 SdAvil:41421 Conn.Load:16.54 Ctr.Load:16.54 ScType:NON-SLAB
0 TransCd:301421230050 FeederCd:301421240202 DOS:01-01-00 PageNo:1

Mon/Yr	OMR	CMR	Units	Sta/Cat/Sub	OB	Demand	Dr.Rj	Credits	Cr.Rj	CB	OMRFR	NEWIR
01/2023	7135	9186	2051	01/2/0	-.07	23970.00	0.00	23970.00	0.00	-.07	0	0
02/2023	9186	9898	712	01/2/0	-.07	9051.00	0.00	9051.00	0.00	-.07	0	0
03/2023	9898	11422	1524	01/2/0	-.07	18105.00	0.00	18105.00	0.00	-.07	0	0
04/2023	11422	12439	1017	01/2/0	-.07	12474.00	0.00	12474.00	2379.00	-2379.07	0	0
05/2023	12439	13495	1056	01/2/0	-2379.07	12987.00	0.00	10608.00	0.00	-.07	0	0
06/2023	13495	14560	1065	01/2/0	-.07	13464.00	0.00	13464.00	0.00	-.07	0	0
07/2023	14560	15990	1430	01/2/0	-.07	17633.00	0.00	17633.00	0.00	-.07	0	0
08/2023	15990	18083	2093	01/2/0	-.07	25547.00	0.00	25547.00	0.00	-.07	0	0
09/2023	18083	20016	1933	01/2/0	-.07	24026.00	0.00	24026.00	0.00	-.07	0	0
10/2023	20016	22092	2076	01/2/0	-.07	25313.00	0.00	25313.00	0.00	-.07	0	0
11/2023	22092	213	681	01/2/0	-.07	10044.00	0.00	10044.00	0.00	-.07	0	0
12/2023	213	427	214	01/2/0	-.07	4462.00	0.00	4462.00	0.00	-.07	0	0
01/2024	427	584	157	01/2/0	-.07	3831.00	0.00	3831.00	0.00	-.07	0	0
02/2024	584	642	58	01/2/0	-.07	2764.00	0.00	2764.00	0.00	-.07	0	0
03/2024	642	706	64	01/2/0	-.07	2790.00	0.00	2790.00	0.00	-.07	0	0
04/2024	706	779	73	01/2/0	-.07	2974.00	0.00	2974.00	2796.00	-2796.07	0	0
05/2024	779	842	63	01/2/0	-2796.07	2469.00	0.00	0.00	0.00	-327.07	0	0
06/2024	842	906	64	01/2/0	-327.07	2434.00	0.00	2107.00	0.00	-.07	0	0
07/2024	906	969	63	01/2/0	-.07	2493.00	0.00	2493.00	0.00	-.07	0	0
08/2024	969	1032	63	01/2/0	-.07	2473.00	0.00	2473.00	0.00	-.07	0	0
09/2024	1032	1088	56	01/2/0	-.07	2419.00	0.00	2419.00	0.00	-.07	0	0
10/2024	1088	1138	50	01/2/0	-.07	2334.00	0.00	2334.00	0.00	-.07	0	0
11/2024	1138	1197	59	01/2/0	-.07	2454.00	0.00	2454.00	0.00	-.07	0	0
12/2024	1197	1254	57	01/2/0	-.07	2828.00	0.00	2828.00	0.00	-.07	0	0
01/2025	1254	1326	72	01/2/0	-.07	3510.00	0.00	3510.00	0.00	-.07	0	0
02/2025	1326	1378	52	01/2/0	-.07	3507.00	0.00	3507.00	0.00	-.07	0	0
03/2025	1378	23	102	01/2/0	-.07	6597.00	0.00	6597.00	0.00	-.07	0	0
04/2025	23	143	120	01/2/0	-.07	76486.00	0.00	76486.00	2781.00	-2781.07	0	0
05/2025	143	221	78	01/2/0	-2781.07	13382.00	0.00	10601.00	0.00	-.07	0	0
06/2025	221	299	78	01/2/0	-.07	4172.00	0.00	4172.00	0.00	-.07	0	0
07/2025	299	351	52	01/2/0	-.07	4053.00	0.00	4053.00	0.00	-.07	0	0
08/2025	351	405	54	01/2/0	-.07	4542.00	0.00	4542.00	0.00	-.07	0	0
09/2025	405	458	53	01/2/0	-.07	3396.00	0.00	3396.00	0.00	-.07	0	0
Total:						346984.00	0.00	341028.00	7956.00			

Assistant Accounts Officer
E.R.O/Town-I/APCPDCL
Vijayawada-520 002.

ANDHRA PRADESH ELECTRICITY REGULATORY COMMISSION
#11-4-660, 4th Floor, Singareni Bhavan, Red Hills, Khairatabad
Hyderabad 500 004 Phones: 23397 - 381, 399, 556, 656 Fax: 2339 7378

Lr.No.APERC/Secy/Tariff/T-87/D.No.371 /2021 Date:22.07.2021

Sir,

Sub: APERC - Unblocking of the leading kVARh feature in meters for applicable consumers -Reg.

Ref: RST Order for FY 2019-20

<<< o0o >>>

It has come to the notice of the Commission that while unblocking the leading kVARh feature in meters for applicable consumers, they are not being informed about the same. Consequent to the above unblocking, some of the consumers have been receiving higher CC bills which is forcing them to approach various fora for redressal of their grievance.

Though 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 thereunder, as also all laws relating to the supply of electricity as per clause 19.3 of the GTCS, it is desirable that the DISCOMs inform the consumer and/or record in his register the modifications made to the features in the meters that affect his billing, in order to obviate their need to approach various fora for redressal of their grievance.The DISCOMS shall do the needful accordingly.

(By order of the Hon'ble Commission)

Yours faithfully,

Commission Secretary (i/c)

To

1. The Chairman & Managing Director/APSPDCL/Tirupati.
2. The Chairman & Managing Director/APEPDCL/Visakhapatnam.
3. The Chairman & Managing Director/APCPDCL/Vijayawada.

TRANSMISSION CORPORATION OF ANDHRA PRADESH LIMITED
VIDYUT SOUDHA:: VIJAYAWADA

APCPDCL
Joint Managing Director,
Vigilance & Security.

Director (Tech)	AP Transco Vijayawada
Director (Fin)	
CGD	

To
The Chairman & Managing Director,
APSPDCL, Tirupati.

The Chairman & Managing Director,
APCPDCL, Vijayawada.

The Director,
Grid, Transmission & Manegement,
AP Transco, Vijayawada.

Lr.No. JMD(V&S)/EE-T&MRT Vig./Peshi 2/F.No. 00/D.No. [illegible] /2022,Dt. [illegible]

Sub:- Elecy- AP Transco-- Vigilance – Retail supply tariff order for FY 2019-20 unblocking of leading KVArh to all applicable HT/LT services – Implementation of APERC directives - Reg.

Ref:- Hon'ble APERC directives of RSTO for FY 2019-20.

In the reference cited above, Hon'ble APERC has issued directives to unblock the lead KVArh register for recording lead KVArh for all applicable HT/LT services.

..The extract of APERC directives for FY 2019-20, vide Para 398 Page No. is as follows.

Unblocking of leading KVARH:

For the purpose of billing, leading KVArh is blocked in the categories of consumers in LT except Domestic and Agriculture and all categories of consumers in HT. As KVArh 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 the consumers be unblocked. Therefore, the licensees are hereby directed to note of this change and action shall be taken accordingly.

The above directives of Hon'ble APERC may be implemented immediately.

Yours sincerely,

Joint Managing Director
Vigilance & Security

ఆంధ్రప్రదేశ్ సెంట్రల్ పవర్ డిస్ట్రిబ్యూషన్ కార్పొరేషన్ లిమిటెడ్

From

అసిస్టెంట్ ఎగ్జిక్యూటివ్ ఇంజనీర్,
ఆపరేషన్ సెక్షన్.
(_____)

To :
సర్వీసు నెం :
కేటగిరి :
సబ్ డివిజన్ :

విషయం : ఎలక్ట్రిసిటీ APERC గైడ్, ఆపరేషన్ సెక్షన్ _____లో

మీ యొక్క సర్వీసు నెం: _____మీటర్ లో లీడ్ బ్లాక్ తొలగింపు గురించి తెలియపరుచుటకు మరియు పవర్ ఫ్యాక్టర్ ను Unity గా Maintain కోరుట గురించి.

మీ యొక్క సర్వీసు నెం : _____కు Honorable APERC టారిఫ్ ఆర్డర్ 2019-20, 398 గైడ్ లైన్స్ ప్రకారం లీడ్ బ్లాక్ ను మీటర్ నుంచి తొలగించబడినది కావున మీరు Unity పవర్ ఫ్యాకర్ ను Maintain చేయవలసినదిగా కోరడమైనది. దయచేసి ఈ క్రింది వాటిని అనుసరించండి.

1. లోడ్ లేనపుడు కెపాసిటర్ ఆఫ్ చేసుకోవలెను.
2. P.F. కి తగ్గినంత (ఎక్కువ, తక్కువ కాకుండా) కెపాసిటర్ కలుపుకోవలెను.
3. అవసరమైతే ఆటోమెటిక్ పవర్ ఫ్యాక్టర్ కంట్రోలర్ (APFC) పెట్టుకొనగలరు.
4. ప్రతిరోజూ మీటర్ KWH KVAH మరియు pewer factor చెక్ చేయండి.

Note: మీరు పైన పేర్కొన్న వాటిని పాటించకపోతే, ఆర్థిక విద్యుత్ బిల్లులు వచ్చే అవకాసం ఉన్నది.

ఇట్లు

అసిస్టెంట్ ఎగ్జిక్యూటివ్ ఇంజనీర్,
ఆపరేషన్, సెక్షన్. (_____)

స్థలం :
తేది :

(3)

FORUM
FOR THE REDRESSAL OF CONSUMER GRIEVANCES
IN CENTRAL POWER DISTRIBUTION CORPORATION OF A.P LIMITED, VIJAYAWADA

C.G.No.03/2025-26/Krishna

On this the 05th day of August '2025

Present

CHAIRPERSON : Sri N. Victor Immanuel,
Former District & Sessions Judge

MEMBERS PRESENT: Sri S.Srinivasa Rao, Member (Technical)
Sri R.Ch.Srinivasa Rao, Member (Finance)

Between

Yerneni Rama Krishna Babu,
D.No.29-14-60',
Prakasam Road,
Suryarao Peta,
Vijayawada,
NTR Dist.

Complainant.....

AND

1. The Assistant Accounts Officer/ERO /APCPDCL/VIJAYAWADA TOWN 1.
2. The Assistant Executive Engineer /O/APCPDCL/GANDHINAGAR.
3. The Deputy Executive Engineer/O/APCPDCL/DISTRIBUTION – II VIJAYAWADA.
4. The Executive Engineer/O/APCPDCL/ VIJAYAWADA TOWN
5. The Superintending Engineer/O/APCPDCL/VIJAYAWADA

Respondents.....

ORDER

This is a complaint filed by the Complainant against the respondents, for redressal of Grievance, under clause 9(i) read with clause 2.5 of regulation 3 of 2016 notified by the Hon'ble APERC.

1. **The complaint averments in a nutshell are as follows: -**

That the complainant is the owner of the building having Sc. No. 6423249001768 He is using the electricity supply for the purpose of the office. APCPDCL officials installed a smart meter in the month of February 2025.After installation of meter, he received

excess CC bills for the months of February'25 and March'25 for Rs.6,597/-and Rs. 16,486/-respectively. Earlier, he was receiving CC bills around Rs.2500 to Rs.3500. To avoid the disconnection, he paid the entire CC bill amount. He requested A.E.E/Gandhinagar, Vijayawada to enquire into the matter, who issued check list and asked him to follow the check list. But though he followed the check list, yet he received exorbitant CC bills for the months of February'25 and March'25. In his opinion, that has happened due to faulty smart meter. The APCPDCL officials did not consider his explanation, instead they are demanding to pay the bills.

Hence the complainant with a request to resolve the grievance.

2. The complaint is registered as C.G.No.03/2025-26.

3. On receipt of notices, from the FORUM, the respondents No.1 to 5 submitted their common written submissions, resisting the case of the complainant. It is contended that as per clause 5.13.1 of the G.T.C.S. all the LT consumers using induction motors or welding transformers are required to install and maintain LT capacitors to improve the power factor as per standards prescribed by the APCPDCL. This is a mandatory condition and it is the responsibility of the consumer to comply with it at all times. Hitherto to leading KVARH had been blocked. Now they are unblocked. GTCS does not require the APCPDCL, to issue prior notice or intimation to the consumer regarding installation of capacitor or power factor maintenance. The consumer is deemed to be aware of the GTCS provision. During the meter change their staff have orally intimated to the staff of the complainant about the proper maintenance of the capacitor. It is observed that the P.F. was below the permissible limits. Hence it recorded excess units due to excess reacting power drawl. The APCPDCL has acted strictly in accordance with G.T.C.S. and A.P.E.R.C. regulations. Hence the complaint is liable to be dismissed.

4. Both parties present. The matter was heard through Video Conference. During the course of inquiry, both parties did not adduce any oral evidence. But the complainant got marked Ex. A1 and Ex. A2 and the respondents got marked Ex. B1 to Ex B3.

The following documents are marked on behalf of the Complainant.

S.No	Exhibit No	Description
1	A1	Xerox Copies of bunch of CC bills and bunch of payment receipts relating the complainant's SC.
2	A2	Xerox Copy of check list (issued by the AEE (R2) to the complaint with instructions to maintain the correct P.F

The following documents are marked on behalf of the Respondents.

S.No	Exhibit No	Description
	B1	Xerox Copy of directions of APERC to the licensee for unblocking the lead KVARH.
	B2	Xerox Copy of directions of JMD / Vigilance / Transco for implementation of APERC directives. vide Ex. B1.
3	B3	Xerox Copy of meter Change Slip
4	B4	Xerox Copy of check list (issued by the AEE (R2) to the complaint with instructions as to maintain the correct P.F (Ex.A2)

5. Now the point for determination is: -

Point: Whether the CC bills vide Ex.A1 raised against the subject matter of the service number 6423249001768. for the months of February'25 & March'25 are abnormal? If so, the same is liable to be revised and reduced?

6. It is the plea of the complainant that the officers of the Electricity Department, removed the old meter and installed new electricity meter (smart meter) without intimation. After installation of new meter only, the meter has been recording the excess units and thereby the excess bills are being received. He received the excess CC bills for the months ofFebruary'25& March'25 under Ex.A1.Hence the bills under Ex. A1 are liable to be reduced by way of revision.

7. On the other hand, it is the contention of the respondents that as per clause 5.13.1 of GTCS, the consumer is required to install LT capacitors at appropriate rating and maintain Power Factor as per standards prescribed by APERC. It is due to improper maintenance of power factor only, more units were recorded and accordingly the bills were issued vide Ex.A1. As per GTCS, intimation is not mandatory and the consumer is deemed to have full knowledge of the provisions of GTCS. Hence the complainant is liable to be dismissed.

8. From the above rival contentions, it is manifest that the bone of contention between the parties is with respect to installation of smart meters and prior intimation, and also receiving of the alleged excess bills under Ex.A1.

9. As seen from the averments of the complaint, it is manifest that the complainant mainly questioned the CC bills vide Ex. A1 issued for the months of February'25 & March'25 for Rs.6,597/-and Rs. 76,486/-respectively. According to the complainant, earlier to Ex. A1, he was receiving CC bills around Rs.2500/- to Rs.3500/-

10. From the undisputed facts of this case, the officials of the electricity department, replaced the old meter with new meter (smart meter). Installation of smart meters is the policy matter of the Government but not DISCOM. It is not the case, that the smart meters were installed in the place of old meters by the respondents to the complainant alone. The same was done in the case of the other consumers also. Further, it is also not the case, that the officials of DISCOM have changed the smart meters on their own. It is evident from Ex.B1, that the Hon'ble APERC issued guidelines, to unblock the leading KVARH feature in the meters. And in pursuance of Ex.B1, the JMD vigilance APTRANCO issued circular to the DISCOMS vide Ex.B2 for implementation of guidelines of the Hon'ble APERC and accordingly the respondents implemented the said guidelines. In obedience to the guidelines of the Hon'ble APERC vide Ex.B1 the officials of DISCOM have acted upon.

11. It is the argument of the complainant that before installation of new meter, intimation was not given. But as per GTCS, the prior intimation is not necessary. What is necessary is, whenever the meter is changed for any reason, meter change slip shall be prepared and should obtain the signature of the consumer or his authorized representative. Copy of the meter change slip should be handed over to the consumer with due acknowledgment. In this case the respondents filed meter change slip under Ex. B3. Therefore, the respondents discharged their duty by serving the meter change slip on the complainant.

12. The main contention of the complainant is that after installation of new smart meters only the meter has been recording excess units. He received abnormal CC bills vide Ex. A1. for the months of February'25 & March'25 for Rs.6,597/-and Rs. 76,486/-respectively. Earlier to Ex. A1, he was receiving CC bills around Rs.2500/- to Rs.3500/-. Complainant though claimed that the meter was recording huge units in spite of low consumption of electricity, but failed to prove the same. Because as to how he came to such a conclusion is not explained. One cannot come to one's own conclusion on the imaginary basis. He simply says that he is of the opinion, that because of faulty smart meter, the excess bills are being received. Expect that no other defect is pointed out. If the consumer suspects the healthiness of the meter, he is at liberty to get the meter tested by paying prescribed fee for the challenge test of the meter. But in this case, it was not done. According to the respondents, due to improper maintenance of the power factor only, the showroom recorded excess units, as per which the CC bills were issued.

13. Complainant tried to impress upon the FORUM that the officers of the electricity department, did not inform about the maintenance of the capacitors. Had it been informed they would have properly maintained the PF. At this juncture it is apt to refer to the relevant provision of law.

14. ***Power Factor Apparatus***

As per clause 5.13.1.1. of GTCS, every LT consumer using induction motors and or welding transformers shall install LT shunt capacitors as specified in Appendix VIII supply. Consumers, expect Category -I (A): LT and Category -V(A) (I to vi): LT., Who are provided with metering capable of measuring active and reactive power under the orders of the commission, shall maintain their power factor preferably in between 0.95 lag and 0.95 lead in the interest of the system security.

15. From the provisional of law, referred above, it is clear that the consumer shall install LT capacitors. The consumer should effectively monitor and control the power factor (PF) to unity for ensuring minimum KVA billing demand. Be it is the duty of the

complainant to go in for good monitoring the healthiness of the capacitors at frequent intervals. They should deploy highly skilled technicians with standard equipment's for monitoring the rated capacitors of each load and take action in replacing the defective ones. The provision of law does not require the DISCOM to inform about the maintenance of the capacitors. However, the respondents have specifically pleaded in their written submissions that their staff orally informed to the staff of the complainant about the maintenance of the capacitors. In the above circumstances it cannot be said that the DISCOM did not inform about the maintenance of the capacitors. We cannot throw away the blame on the respondents. Here in this case, the Ex.B1 and Ex.B2 are not rebutted by the complainant. If that is the case, there is no any valid ground to hold that the abnormal CC bills were issued by the respondents vide Ex.A1 and they are liable to be reduced.

16. It is no doubt true, that in Ex.B1 the guidelines of the Hon'ble APERC, it is mentioned that the DISCOMS inform the consumer and / or record in his register the modifications made to the features in the meters that affect his / or billing. It is also no doubt true that and in pursuance of Ex.B1, the JMD vigilance APTRANCO issued circular to the DISCOMS vide Ex.B2 for implementation of guidelines of the Hon'ble APERC. But no condition has been imposed in Ex.B1 or there is no provision in the code for imposing liability on the part of the DISCOM, in the event of failure to comply with the guidelines under Ex. B1. The Hon'ble APERC issued guidelines to the DISCOMS only, which doesn't have a binding effect.

17. At this juncture, it is apt to mention the legal opinion on this aspect. The Hon'ble Supreme court established **Key Legal Principles** wherein it is held that the contractual agreements cannot override statutory regulations or voltage-based tariff rules. In MSEDCL cases the Bombay High Court took the same view. In the light of settled position, the guidelines under Ex.B1 cannot override the statutory regulations. In other words, any circulars, contractual agreements, guidelines, G.O.S. cannot override the Statutory provisions. Always the statutory provisions prevail over the guidelines or circulars or contractual agreements etc. Here in this case, as held supra, the GTCS does not require the intimation about the maintenance of the capacitors.

18. ***Demand Side Management***

As per clause 19.2 of GTCS, it shall be the duty of every consumer to stop wastage and inefficient use of electricity and to extend necessary cooperation to the Company in implementation of the programs for Demand Side Management that may be launched by the Company.

19. *Very important* factor which is required to be noticed in this case is that it is borne from the record that the subject matter of electrical service connection was released for commercial purpose namely running an office. Therefore, the complainant is not a consumer within the meaning of *Section 2 (1) (d)(ii) of C.P.Act'1986 and complaint is not maintainable before the Consumer Forum. In case P.S.E.B Vs Ashwin Kumar IV (2010) CPJI (SC), the Hon'ble APEX court held that the consumer Forum has no jurisdiction if the connection is being used for commercial purpose.*

20. ***Knowledge of Facts and Rules***

As per clause 19.3 of GTCS, 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 thereunder, as also all laws relating to the supply of electricity.

21. From a fair reading of all the three statutory provision, referred above, it is clear that the consumer, is deemed to have full knowledge of the provision of law and all rules and regulations including notifications. The law also does not require the electricity department to give prior intimation or notice to the consumer before installation of new meter. Therefore, there are no merits in the case of the complainant, for reducing the CC bill as requested by the complainant. Hence, the complainant is liable to pay the entire amount. Thus, the point is answered, accordingly.

In the result

That the complaint is hereby dismissed as devoid of merits.

Accordingly, the C.G.No.03/2025-26 is disposed of.

Each party do bear their own costs.

The Complainant is also 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, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-08 in terms of clauses 13 of the Regulation No. 3 of 2016 of APERC within 30 days from the date of receipt of this order. The prescribed format is available in the website: **vidyutombudsman.ap.gov.in**

Dictated to the computer operator corrected and signed on this the 05th day of August '2025.

Sd/-
MEMBER(TECHNICAL)

Sd/-
MEMBER(FINANCE)

Sd/-
CHAIRPERSON

Forwarded By Order

Secretary to the Forum

The following documents are marked on behalf of the Complainant.

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The following documents are marked on behalf of the Respondents.

S.No	Exhibit No	Description
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2	B2	Xerox Copy of directions of JMD / Vigilance / Transco for implementation of APERC directives. vide Ex. B1.
3	B3	Xerox Copy of meter change Slip
4	B4	Xerox Copy of check list (issued by the AEE (R2) to the complaint with instructions as to maintain the correct P.F (Ex.A2)

Copy:

The Complainant.
The Assistant Accounts Officer/ERO /APCPDCL/VIJAYAWADA_TOWN_1.
The Assistant Executive Engineer /O/APCPDCL/GANDHINAGAR.
The Deputy Executive Engineer/O/APCPDCL/DISTRIBUTION – II VIJAYAWADA.
The Executive Engineer/O/APCPDCL/ VIJAYAWADA TOWN
The Superintending Engineer/O/APCPDCL/VIJAYAWADA

Copy submitted to:

The Chairman & Managing Director, Corporate Office, APCPDCL, Vijayawada.
The Vidyut Ombudsman, Vijayawada.
The Secretary/APERC/Kurnool.
The Stock File.

Endt. No. CGRF/C.G.No.03 /2025-26/D. No. 342/25/Dt. 05-08-2025.

CONSUMER GRIEVANCES REDRESSAL FORUM
APCPDCL, VIJAYAWADA.

R1

Rep No. 08 of 2025-26

ANDHRA PRADESH GAZETTE EXTRAORDINARY

ANNEXURE II

REPRESENTATION BEFORE VIDYUT OMBUDSMAN

Vidyut Ombudsman, Andhra Pradesh
539
- 4 SEP 2025
206
Vijayawada-08

NOTE: * Indicates Compulsory Fields

Date* : 04-09-2025

To

The Vidyut Ombudsman

3rd floor, plot No-38, Adjacent to Kesineni Admin office, (Specify Full Address)
Sri Ramachandra nagar, Mahanadu road, Vijayawada - 08.

Dear Sir/Madam

SUBJECT: (Please make a mention of the order of the Forum from which a representation to the Vidyut Ombudsman is being made) C.G.No-03/2025-26/Krishna

Details of the grievance are as under:

Name of the Complainant* : Yerneni Ramakrishna Babu

Full Address of the Complainant*: D.No-29-14-60, Prakasam road, Suryaraopet, VJA NTR District

Pin code* : 520002.

Phone Number * : 9912205448 / 9246401100

Fax No : —

Email ID : ln.yerneni@gmail.com

Nature of Connection and Consumer number*(In case of having applied for a connection ,state the

Application number : SCNo-6492324900 1768

Distribution Licensee* : APCPDCL - Vijayawada

Name and Address of the Forum*: CGRF, AP CPDCL - VJA-

Date of submission of grievance by the complainant to the Forum*: 15-04-2025

(Please enclose 3 copies of the grievance) - Copies enclosed

Details of the representation ,facts giving rise to the representation*(If space is not sufficient please enclose separate sheet)

Separate sheet enclosed

Whether the consumer has received the final decision of the Forum?(If Yes ,please enclose 3 copies of the Forum's order conveying its final decision

Yes, Copies enclosed

If the consumer has received the final decision of the Forum, whether any amount was assessed by the Forum to be paid by the consumer to the Licensee? If so, the details there of

NO

Nature of relief from the Vidyut Ombudsman

~~I pray that the Honourable Forum may be pleased to enquire into the matter and to correct the faulty bill issued to me~~

List of documents enclosed (Please enclose 3 copies of all relevant documents which support the facts giving rise to the representation)

① CGRF order copy

② Complaint on 15-4-2025 to CGRF

③ written submission submitted by Respondent No-1 to 5

④ Rejoinder filed on behalf of the complaint

⑤ Excess Electricity bill bearing service No- 6423 24900 1768

⑥ Bunch of previous bills bearing SC No- 6423 24900 1768

Nature of relief from the vidyut ombudsman :-

pleased to enquire into the matter and direct the Authorities concerned of APCPDCL to correct the faulty bill issued to me for the month of Feb & march 2025 and to return the additional amount paid by me for the said bills and also to remove the faulty smart metre and install a new smart meter which is proper working condition.

Yours [illegible]

Declaration:

I/ We, the Complainant/s herein declare that:

The information furnished herein above is true and correct~ and

I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

The subject matter of the present representation has never been brought before the Office of the Vidyut Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

The subject matter of my/ our representation has not been settled through the Office of the Vidyut Ombudsman in any previous proceedings.

The subject matter of the present representation has not been decided by any competent authority/ court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

(YERNENI RAMAKRISHNA BABU)

NOMINATION – (If the Complainant wants to nominate his representative to appear and make submissions on his behalf before the Vidyut Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt. ..... , whose address is .....

.....as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Complainant)

Details of the representation, facts giving rise to the representation.:

I, Yerneni Ramakrishna Babu, S/o. Late Lakshmi narayana chowdary, humbly submit that I am the absolute owner of the building bearing DN.o- 26-9-39, Yerneni mansion, Gandhinagar, Vijayawada- 520003. The said building is having electricity connection bearing no- 642324900168. I am getting electricity bill around Rs. 2500- to 3,500/- for the past several years. I am using the said electricity connection for the purpose of my office situated in the Ground floor of the said building which consists of three tube lights, three ceiling fans and one ~~water~~ motor. All the portions in my building have separate electricity meters.

I Further submit that the Authorities of APCPDCL installed a smart meter to my above mentioned electricity connection in the month of February 2025. After installation of smart meter, the electricity for the month of February was billed for an amount of Rs.6,597/- and the electricity for the month of march is billed for an amount of Rs. 76,486/- I was shocked to see the exorbitant electricity bills of Feb & mar 2025. However, to avoid disconnecti I paid the electricity bill of the month of march 2025 and on 7/4/2025. I met the AEE, operation APCPDCL, Gandhina Vijayawada and requested into the matter and do the needful through a letter.

The AEE was pleased to issue a check list to me and asked me to follow the check list. I further submit that I duly followed all the points in the said check list but still received such exorbitant electricity bills for the month of February and March 2025. I opine that this happened only due to the installation of faulty smart meter. However, the Authorities of APCPDCL are not considering my explanation and demanding me to pay the said exorbitant bill. Left with no other choice I also paid the electricity bill of the month of March on 19.4.2025.

Hence, I pray to enquire in to the matter and direct the authorities concerned of APCPDCL to correct the faulty meter bill issued to me for the months of February and March 2025 and to return the additional amount paid by me for the said bills and also to remove the faulty metre and install a new metre which in proper working condition.

Be pleased to consider

Thanking you Sir.

Yours faithfully,

(Yerneni Ramakrishna Babu)

(18)

ANNEXURE-I
APPLICATION TO CONSUMER GRIEVANCES REDRESSAL FORUM

Date: 15-4-25

Name of the Complainant : Yerneni Ramakrishna Babu

Full address of the Complainant : D.No-29-14-60 Prakasam road Sityarao pet, Vijayawada-520002.

Pin Code : 520002

Phone No : 9912205448

Fax No : -

E mail id : -

Nature of connection and Consumer No.(In case of having applied for a connection, state the application registration number)(If applicable): SCNo- 6423249001768 - Commercial Building Yerneni mansion, opp. Tapuram, Gandhinagar, Vijayawada-3

Distribution Licensee : APCPDCL

Nature of grievance (Please tick the relevant box/boxes):

a. Wrong billing ✓ b. Recovery of arrears

c. Faulty Meter d. Burnt meter

e. Supply interruption f. Harmonics in supply

g. Supply voltage related h. deficient service

i. Delay in providing new connection j. Reconnection

k. Change in connected load l. Transfer of connection

m. others (Please specify)

Designation of the employee/employees or the office of the Licensee from whom relief is sought: AEE APCPDCL

(29)

Details of the grievance, facts giving rise to the grievance (If space is not sufficient please enclose separate sheet)

Separate sheet enclosed

Nature of relief sought from the Forum

Separate sheet enclosed

List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance)

1. 1-11-2023 to 1-3-2025 Electricity bills copies
2. march 2025 Electricity bill copy
3. check list given by A.E.E. copy
4. Aadhar Card copy

Declaration:

I/We, the Complainant/s herein declare that:

The information furnished herein above is true and correct, and I/We have not concealed or misrepresented any fact stated here in above and the documents submitted here with.

The subject matter of the present grievance has never been submitted to the forum by me/or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

The subject matter of my/our Grievance has not been settled through the forum in any previous proceedings.

The subject matter of my/our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

Yours faithfully

(Signature)

(Complainant's name in block letters)

Vijayawada
15.04.2025

30

FROM:

Yerneni Rama Krishna Babu
S/o.Late Lakshmi Narayana Chowdary,
R/o.D.No.29-14-60, Prakasam Road,
Suryaraopeta, Vijayawada.

To:
The Chairperson,
CGRF,
APCPDCL,
Gunadala,
Vijayawada.

Honourable Sir,

Sub: Wrong Billing of service in Sc No.6423249001768, Yerneni Mansion, Commercial Building, Opp:Ilapuram Hotel, Gandhinagar, Vijayawada-03.

I, Yerneni Rama Krishna Babu, S/o.Late Lakshmi Narayana Chowdary, humbly submit that I am the absolute owner of the building bearing D.No.26-9-39, Yerneni Mansion, Gandhinagar, Vijayawada. The said building is having electricity connection bearing number Sc No.6423249001768. I am getting electricity bill around ₹.2,500/- to ₹.3,500/- for the past several years. I am using the said electricity connection for the purpose of my office situated in the Ground Floor of the said building which consists of three tube lights, three ceiling fans and one water motor. All the portions in my building have separate electricity meters.

I further submit that the Authorities of APCPDCL installed a Smart Meter to my above mentioned electricity connection in the month of February 2025. After installation of Smart Meter, the electricity for the month of February was billed for an amount of ₹.6,597/- and the electricity for the month of March is billed for an amount of ₹.76,486/-. I was shocked to see the exorbitant electricity

bills of February and March 2025. However, to avoid disconnection I paid the electricity bill of the month of March 2025 and on 07.04.2025, I met the AEE, Operation, APCPDCL, Gandhinagar, Vijayawada and requested to enquire into the matter and do the needful through a letter. The AEE was pleased to issue a check list to me and asked me to follow the check list. The said check list is herewith attached for the kind perusal of the Honourable Forum.

I further submit that I duly followed all the points in the said check list but still received such exorbitant electricity bills for the months of February and March, 2025. I opine that this happened only due to the installation of faulty Smart Meter. However, the Authorities of APCPDCL are not considering my explanation and demanding me to pay the said exorbitant bill. Left with no other choice I also paid the electricity bill of the month of March on 19.04.2025.

Hence, I pray that the Honourable Forum may be pleased to enquire into the matter and direct the Authorities concerned of APCPDCL to correct the faulty bill issued to me for the months of February and March 2025 and to return the additional amount paid by me for the said bills and also to remove the faulty Smart Meter and install a new Smart Meter which is proper working condition and such other acts the Honourable Forum deems fit and proper.

Be pleased to consider

Yerneni Rama Krishna Babu

BEFORE THE HON' BLE CONSUMER GRIEVANCES REDRESSAL FORUM,
APCPDCL, VIJAYAWADA

C.G.NO. 03/2025-26

BETWEEN:
Yerneni Rama Krishna Babu,
D.No.29-14-60, Prakasam Road, Suryarao Peta, Gandhinagar
Vijayawada.530002.
SC.No: 6423249001768, Gandhinagar. ... Complainant

A N D

1. AAO/ERO-VIJAYAWADA TOWN 1.
2. AEE- GANDHINAGAR
3. DEE-DISTRIBUTION II
4. EE-VIJAYAWADA TOWN
5. SE-VIJAYAWADA ... Respondents

REJOINDER FILED ON BEHALF OF THE COMPLAINANT

1. It is respectfully submitted that the material allegations mentioned in the Written Submissions submitted by the Respondents are false and the contentions of the Respondents in the Written Submissions are neither true nor correct.

2. The allegations at Para No.4 of the Written Submissions that during the meter change the staff of the Respondents has orally intimated to the available staff at the premises to switch off the capacitors during no load are all false.

3. In fact, it was not intimated by the staff of the Respondents to switch off the capacitors to the Complainant or his staff at any point of time. The capacitors are installed long back and they were switched off two years back when the load capacity usage was reduced from 17 KV to below 6 KV by the Complainant.

4. The main contention of the Complainant is that the Smart Meter installed was defective and as such the Complainant is receiving such exorbitant bills. But the none of the Respondents choose to check the Smart Meter and simply blaming the Complainant by quoting provisions of the GTCS. In the present case, the issue is with the Smart Meter but not with connectors. No where in GTCS the word Smart Meter was mentioned and as such the CTGS provisions quoted by the Respondents do not apply to the present case.

Hence the Complainant prays that the Honourable Forum may be pleased to pass orders as prayed for in the complaint.

Be pleased to consider,

Vijayawada
05.06.2025

Complainant