

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 28<sup>th</sup> day of May' 2019**  
**C.G.No:302/2018-19/Guntur Circle**

**Present**

Sri. A. Jagadeesh Chandra Rao  
Sri. A. Sreenivasulu Reddy  
Sri. D. Subba Rao  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

**Between**

P. V. Subba Rao,  
1-44-15,  
Nazerpet,  
Tenali,  
Guntur -Dist

Complainant

**AND**

1. Assistant Accounts Officer/ ERO/Tenali
2. Assistant Executive Engineer/O/Tenali D1
3. Deputy Executive Engineer/O/Tenali
4. Executive Engineer/O/Tenali

Respondents

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**ORDER**

1. Complainant presented this complaint before this Forum through post wherein he has informed that he is having domestic service connection bearing No.1211105000480 in Tenali. His service connection was under single phase but the same was converted into 3 phase on 13.06.2018. The department people have sent an additional load notice on 13.06.2018 with notice dated 07.09.2013 i.e. nearly after 5 years. Hence he has requested to get the loads verified and rectify the loads and he is willing to pay for the balance additional load if any and do justice. He has also enclosed additional load notice dt : 07.09.2013 issued on the complainant for additional load of 5.84 KW amounting to Rs.7,925/-
2. The respondents No. 1,2 and 3 filed written submission separately. But the contents are similar in nature. Respondent No.3 has apprised that an additional load case was booked by AE/DPE on 02.09.2013 against the complainant service as per the case booked the contracted load of the service was 1.5 K.W only. Whereas the connected load at the time of inspection was 7.34 KW and hence excess load of 5.84 KW. Accordingly provisional assessment notice was issued. He has also submitted that the complainant has represented for revision of provisional assessment notice since he has paid additional load after inspection and the same was recommended and submitted to DE/O/Tenali i.e. Respondent

No.4.

**DESPATCHED**  
DATE 4/6

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3. The respondent No.1 in his submission has stated that the complainant has paid additional load amount from 1.5 KW to 5.49 KW voluntarily and the load was also updated on 23.06.2014.
4. The point for determination is whether the respondents are entitled to include the additional load amount straight away in the CC bills without observing the provisions of GTCS?

The provisions of Clause 12.3.3.1 of GTCS is as follows:

12.3.3.1: *Where the total connected load is 75 HP/56 KW or 150 HP in cases of LT Cat-III (B) or below at the time of detection:*

- i) *One month notice shall be given to regularize the additional connected load or part of additional load as per the requirement of the consumer or to remove the additional connected load. If the consumer desires to continue with the additional connected load, he shall pay the required service line charges, development charges and consumption deposit, in accordance with the format prescribed in Appendix IX.*
- ii) *However, if the consumer opts to remove the additional connected load and if the additional load is found connected during subsequent inspection, penal provisions shall be invoked as per the rules in vogue. Service of consumers, who do not get the additional loads regularized, shall be disconnected immediately on expiry of notice period and these services shall remain under disconnection, until they are regularized.*

As per the above provisions it is the bounden duty of the Respondents to issue additional load notice on the complainant and if he fails to regularize the additional load, the service shall be disconnected immediately on expiry of the notice period. But in the instant case the respondents have served the notice Dt 07.09.2013 on 13.06.2018 with a delay of approximately 5 years and included the additional load amount in the CC bills without observing the provisions of GTCS. This is contrary to the provisions stated supra and hence the point is answered accordingly.

5. In result the respondents are directed to withdraw the additional load amount included in the CC bills against the provisions of GTCS immediately and compliance reported within 15 days from the date of receipt of this order. However the respondents are at liberty to inspect the service afresh and if it is found that the connected load of the complainant is more than the contracted load, action as deemed fit as per the provisions of GTCS and take action accordingly.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008. , within 30 days from the date of receipt of this order.

This order is passed on this, the day of 28<sup>th</sup> May 2019.

Sd/-	Sd/-	Sd/-	Sd/-
<b>Member (Finance)</b>	<b>Member (Technical)</b>	<b>Independent Member</b>	<b>Chairperson</b>

**Forwarded By Order**



**Secretary to the Forum**

To

The Complainant

The Respondents

Copy to the General Manager/CSC/Corporate Office/ Tirupati for pursuance in this matter.

Copy to the Nodal Officer (Executive Director/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh , 3<sup>rd</sup> Floor, Sri Manjunatha Technical Services, Plot No:38, Adjacent to Kesineni Admin Office, Sri Ramachandra Nagar, Mahanadu Road, Vijayawada-520008.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.