

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 19<sup>th</sup> day of January 2019**  
**C.G.No:202/2018-19/Kadapa 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***

R.Lakshumaiah,  
3/536-72,  
Ramanjaneyapuram,  
Yerraguntla,  
Kadapa -Dist

Complainant

***AND***

1. Assistant Accounts Officer/ERO/Yerraguntla  
2. Assistant Engineer/O/Yerraguntla (R )  
3. Assistant Divisional Engineer/O/Yerraguntla  
4. Divisional Engineer/O/ Proddatur

Respondents

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**ORDER**

1. R. Lakshumaiah of Ramanjaneyapuram, Yerraguntla (M) presented a complaint before this forum during the Vidhyut Adalat held at Yerraguntla on 18.08.2018. The complainant in his petition has informed that excess bills are being received for the last two months on the ground that he has availed additional connected load. He has requested to withdraw the additional bills issued.

2. The Respondent No.2 in his written submission has informed that 2 No's additional load cases were booked against the ISC No. 2234514000236. One No. case was booked by the DPE/Proddatur on 21.12.2017 and complainant has paid the additional load amount on 25.09.2018. The additional load amount was effected by the Respondent No.1 in the records. Due to delay in payment of additional load amount based on the recorded MD of 28.3 KW during 05/2018 in the CT meter additional

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**DESPATCHED**

**DATE**

01/21

load amount was generated automatically in the MATS for exceeding the contracted load.

3. Taking into consideration the petitions filed by 61 complainants in Yerraguntla, the forum has issued interim directions vide I.A No.06/2018-19 Kadapa circle directing the respondents not to disconnect the service connection of the complainant on the ground that they have not paid the miscellaneous charges mentioned in the respective electricity bills till the disposal of the case.
4. Point for determination is whether the respondents are entitled to include the additional load amount automatically generated in the MATS without issuing notice on the complainant?

The case of the complainant is that though he had paid the additional load amount on 25.09.2018 but the respondents have included the additional load amount again and hence requested to withdraw the excess amount included in the bills.

Though the respondent No.2 himself has submitted that the complainant has paid the additional load amount on 25.09.2018, the respondent No.1 has updated the additional load particulars, but the system has automatically generated the additional load amount again for the second time. The other respondents have not filed any appropriate replies but Respondent No.4 has just endorsed the submission made by Respondent No.2.

It is not just and reasonable to include any shortfall amount without issuing appropriate notice on the complainant. The act of the respondents in including the additional load amount, on the ground that the same was automatically generated in the MATS is against the principles of natural justice, arbitrary and illegal. In the instant case though the complainant has paid the additional load amount and updating of the master data done by one of the respondents, the shortfall amount was included, which is highly objectionable. Any shortfall amount included in the bills

without issue of notice on the complainant is liable to be set aside and the respondents are not entitled to include such amounts in the bills. Thus the point is answered accordingly.

5. In result, the respondents are directed to withdraw the additional load amount included in the bills of the complainant besides withdrawing the delayed payment surcharge if any included on the above amount. However the respondents are at liberty to issue a fresh notice if the complainant has exceeded the contracted load in accordance with the provisions of Appendix IX of General Terms and Conditions of Supply.
6. Accordingly the complaint is disposed off in favour of the complainant.

If aggrieved by this order, the complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh, Flat No:401, 4<sup>th</sup>Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063**, within 30 days from the date of receipt of this order.

This order is passed on this, 19<sup>th</sup> day of January 2019.

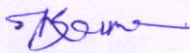
Sd/-  
Member (Finance)

Sd/-  
Member (Technical)

Sd/-  
Independent Member

Sd/-  
Chairperson

**Forwarded By Orders**



**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, Flat No: 401, 4th Floor, Ashoka Chambers, Opposite to MLA Quarters, Adarsh Nagar, Hyderabad-500063.  
Copy Submitted to the Secretary, APERC, 11-4-660, 4<sup>th</sup> Floor, Singareni Bhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.