

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 01<sup>st</sup> day of December 2018**  
**C.G.No:01/2018-19/Ongole 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*

A. Venkata Subba Rao,  
C/o. Boduwada Ganga Water Plant ,  
Bodawada (P),  
Parchuru (M)  
Prakasam -Dist

Complainant

**AND**

1. Assistant Accounts officer/ERO/Parchuru  
2. Assisatn Engineer/O/Parchuru  
3. Assisatn Divisional Engineer/O/Parchuru  
4. Divisional Engineer/O/Chirala

Respondents

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**ORDER**

1. The case of the complainant is that they are receiving bills for their water plant for the Service No.4433503000569 under Category - 6 (B) but the bill has to be issued under Category 6 (C) . So the category may be changed from Cat- 6 (B) to Cat – 6 (C) and to issue revised bills.
2. Respondent No. 3 filed written statement stating that the service was released for water works purpose in the name of Secretary/ Gramapanchayat, Parchur. Water works services are being billed in Cat- 6(B) only as per tariff order. Government of Andhra Pradesh has to declare this service is for drinking water scheme under NTR Sujala Pathakam for change of Category from 6 (B) to Category 6 (C).
3. Point for determination is whether the said service connection is eligible to be billed under Cat 6 (C) NTR Sujala Pathakam ?

The Government of A.P. vide G.O. MS No.18 Dt 08.03.2016 issued by Panchayat Raj & Rural Development (RWS.II) department communicated guidelines regarding NTR Sujala Pathakam. In accordance with Para 1 application of the above

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*OC*  
**DESPATCHED**  
*6/12/18*

G.O. "Any water plant provider interested in setting up of a water plant with an intention to provide safe drinking water to community at the government prescribed user charges is required to seek prior approval from the Department of RWS & S or those authorized by the Government of Andhra Pradesh from time to time".

A plain reading of the above rule position clearly denotes that approval is essentially required from the competent authority to set up water plant under the NTR Sujala Patahakam scheme. Since the complainant has not produced approval from the competent authority the service is not eligible to be billed under Category 6 ( C ) NTR Sujala Pathakam. Thus the point is answered accordingly.

4. However if the complainant is already having such approval he is requested to approach the respondents so as to enable them to categorize the service connection under Category 6 ( C ) NTR Sujala Pathakam. On such production of approval from competent authority in terms of above G.O., the respondents are directed to effect the category change as per the rules.
5. Accordingly the complaint is disposed off.

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, the 01<sup>st</sup> day of December 2018.

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

**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(Chief General Manager/Operation)/CGRF/APSPDCL/TPT.  
Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh ,Flat No:401 ,4<sup>th</sup> 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.