

BEFORE THE FORUM
FOR REDRESSAL OF CONSUMER GRIEVANCES
IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI

On this the day of 07th May 2019

In C.G.No:119/ 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

Sri. K.Vamsi Krishna,
Kopperapadu (V),
Ballikurava (M),
Prakasham-Dist

Complainant

AND

1. Assistant Accounts Officer/ERO/Martur
2. Assistant Engineer/O/Ballikurava
3. Assistant Divisional Engineer/ O/Martur
4. Divisional Engineer/Operation /Addanki

Respondents

ORDER

1. K. Vamsi Krishna of Kopperapadu (V) Ballikurava (M) presented a complaint before this Forum in person on 27.06.2018 wherein he has informed that he has received huge bills for service No's 4621327000857 and 4621327000128 for Rs.7,000/- and Rs.6,500/- respectively. None of the department officers have explained the reasons for such huge bill amount. Finally he has requested to remove the excess amount billed for the two services.
2. The Respondent No.1 in his written submission has informed that service No. 4621327000857 is standing in the name of K. Janakamma and Service No. 46213270000128 is standing in the name of K. Sree Rama Murthy. Additional load cases were booked by DPE wing for both the services during January' 2018 and as per the instructions of the Corporate Office additional load charges of Rs.5,750/- and Rs.7,150/- respectively were included in the bills in the month of 06/2018.

o/c
DESPATCHED

DATE 12/5

C.G. No: 119/2018-19/Ongole Circle

3. Point for determination is whether the respondents are entitled to include the additional load development charges in the regular CC bills without issue of additional load notice?

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.*

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.

- ii) *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.*

In the instant case it is evident that the respondents have straight away included the additional load charges in the bills of 06/2018. None of the respondents produced any documentary evidence as to issue of additional load notice to the complainant as contemplated in Appendix IX of GTCS. Further the complainant has clearly mentioned that he has no information about the shortfall amount. Hence the act of respondents in inclusion of additional load demand charges in the CC bills is against the provisions of GTCS and liable to be withdrawn. Thus the point is answered accordingly.

4. In result the respondents are directed to withdraw the additional load amounts of Rs.7,150/- against service No. 4621327000128 and Rs.5,750/- against service No.4621327000857 and belated payment surcharge thereon if any included on the above amounts. However the respondents are at liberty to take action as per the GTCS provisions if the complainant has connected more loads than the contracted load.
5. Accordingly the complaint is disposed off.

If aggrieved by this order, the Complainant may represent to the **Vidyut Ombudsman, Andhra Pradesh**, 3rd 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 07th May 2019.

Sd/- Sd/- Sd/- Sd/-
Member (Finance) Member (Technical) Independent Member 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(Chief General Manager/Operation)/CGRF/APSPDCL/TPT.

Copy Submitted to the Vidyut Ombudsman, Andhra Pradesh 3rd 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

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