

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this 07<sup>th</sup> day of May 2019**  
**C.G.No:137/2018-19/Tirupati 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**

S. Surendra Reddy,  
Nadimpalli (V),  
Polavaram (P)  
Puthalapattu (M),  
Chittoor Dt.

Complainant

**AND**

1. Assistant Accounts Officer/ERO/Chittoor
2. Assistant Engineer/O/Puthalapattu
3. Assistant Divisional Engineer/RSD-2/Chittoor
4. Divisional Engineer/O/Chittoor

Respondents

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**ORDER**

- 1) Complainant presented a complaint before this Forum wherein he has informed that he is having domestic service No. 5111419000467 at Polavaram Distribution of operation section Puthalapattu. He has been paying the bills every month within the due dates. But suddenly during the month of 06/2018 he has received bill showing an amount of Rs.2,950/- as arrears. On his enquiry at ERO town Chittoor he came to know that DPE wing has lodged a case towards the additional load and the same was included in the bill. The complainant has pleaded that he had never received any notice from the department for regularisation of additional load. He himself has enhanced the contracted load voluntarily from 0.26 watts to 2.26 KW on 21.05.2018 by availing the voluntary disclosure scheme. Finally he has requested for withdrawal of arrear amount of Rs.2,950 towards the additional load as he has regularised his load on 21.05.2018.
- 2) a) The Respondent No.4 in his written submission has informed that one No. additional load case was booked by DPE wing vide case No. DPE/CHTT/CHT OC/6344/18 for 2 KW for an amount of Rs.2,950/- on 07.03.2018 and subsequently the case amount was added in May '2018 regular CC bill. During May'2018 voluntary additional load regularisation scheme was introduced by department, wherein the complainant has voluntarily paid the additional load amounts with 50% rates but the same is not brought

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to the notice of the Respondents. The complainant has represented to Respondent No. 4 to withdraw the additional load amount included in the CC bill. Further the Respondents has submitted that soon after receipt of instructions for deletion of additional load case the same will be deleted.

b). The Respondent No. 1 in his written submission has explained that as per the office records the additional load assessment notice was served to the complainant on 13.03.2018, but he has not enclosed the acknowledgement of the complainant but simply enclosed the notice for development charges that too unsigned by issuing authority.

3. The point for determination is whether the Respondents are entitled to include the additional load amount in the bills without having proof of serving 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.*

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 not at all served notice on the complainant but included the additional load amount in the CC bills amount of Rs 2,950/- during 6/2018. This is contrary to the provisions stated supra and hence the point is answered accordingly.

Further as could be seen from the notice for development charges enclosed by the Respondent No.4, the complainant has connected 2 KW additional load and liable to pay Rs. 2,950/- but the complainant in his petition has clearly submitted that he has regularized the additional load of 2 KW by availing the opportunity of voluntary regularization of



additional loads 2 KW and hence requested to withdraw the arrear amount of Rs 2,950/-. The bill issued by the Respondents during 6/2018 against the service connection No: 5111419000467 clearly shows that the contracted load of the service is 2.26 KW. This is a clear evidence that the complainant has already regularized the additional load and hence inclusion of shortfall amount during 6/2018 is against the provision of GTCS and hence liable to be withdrawn.

4. In result the respondents are directed to withdraw the addition load amount of Rs 2,950/- included in the bill of 6/2018 together with belated payment surcharge if any levied on such amount immediately and compliance report within 15 days from the date of receipt of this order.
5. Accordingly the case is disposed off in the favour of complainant.

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 07<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 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 Vidhyut 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.