

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this 28<sup>th</sup> day of May 2019**  
**C. G. No: 362/2018-19/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**

B. Ramachandra Reddy,  
2-62,  
Nadimpalli,  
Polavaram (M),  
Chittoor Dt.

Complainant

**AND**

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

Respondents

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**ORDER**

- 1) B. Rama Chandra Reddy of Nadimpalli (V) Polavaram (P) Puthalapattu (M) presented a complaint before this Forum. The complainant has informed that he is having HSC No. 5111419000080 at Polavaram Distribution. He has paid all the bills within the due date. During June'2018 he has received a bill showing arrears of Rs.2,950/- On his enquiry at ERO Twon/ Chittoor, they have informed that the DPE wing has lodged a case towards additional load and the same was included in the bill. Further he had submitted that he had not received any notice from the department for regularisation of additional load. But he himself has enhanced the load voluntarily from 0.28 KW to 3.28 KW on 31.05.2018 by availing 50% of the subsidy announced by the dpeartmenrt. Hence requested to order for with drawal of Rs.2,950/- included in the bill as additional load.
- 2) The respondent No.3 in his written submission has explained that additional load case bearing case No. DPE/CHTT/CHTOC/6343/18 was booked against the complainant service and the same was included in the bill. But the complainant has voluntarily regularised his additional load in voluntary regularisation scheme without consulting and knowledge of the department staff.
- 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?

**DESPATCHED**

**DATE 3/6**

C.G.No:362/2018-19/Tirupati Circle

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.


4. In result the respondents are directed to withdraw the additional 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 28<sup>th</sup> 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 (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.