

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

**On this the 5<sup>th</sup> day of September 2019**

**C. G. No: 26/2019-20/Nellore 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**

P. Sanjeevaiah,  
Kothur,  
Indukurpet,  
Kovur (M),  
Nellore Dt.

Complainant

**AND**

1. Assistant Accounts Officer/S-ERO/Indukurpet
2. Assistant Executive Engineer/O/Kothur
3. Deputy Executive Engineer/Indukurpet C&O
4. Executive Engineer/O/Nellore Rural

Respondents

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**ORDER**

1. Complainant presented a complaint requesting to arrange to revise bill against his service connection No. 3531222001240 of Kothur (V) Indukurpet (M).
2. Respondents No. 1,2,3 and 4 in their joint written submission have explained that the additional load case against the service connection was automatically generated and included in the bills for the month of 06/2018. The contracted load of the service connection under question was 0.3 KW whereas the complainant availed additional load of 2.275 KW. An additional load case was generated for 2.275 KW during 02/2012 for Rs.2,475/- and the same was included in the bills for the month of 06/2018. The complainant has not paid the additional load amount and at present an amount of Rs.3,194/- is outstanding against the service connection and the complainant is reluctant to pay the additional load amount hence requested to dismiss the complaint.

**DESPATCHED**

DATE 5/9

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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 2,475/- 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. 2,475/- included in the bill of 6/2018 together with belated payment surcharge if any

