

**BEFORE THE FORUM**  
**FOR REDRESSAL OF CONSUMER GRIEVANCES**  
**IN SOUTHERN POWER DISTRIBUTION COMPANY OF A.P LIMITED TIRUPATI**  
**On this the 27<sup>th</sup> day of July' 2022**  
**C.G.No.08 /2022-23/ Nellore circle**

*Present*

Sri. Dr. A. Jagadeesh Chandra Rao  
Sri. K. Ramamohan Rao  
Sri. S.L.Anjani Kumar  
Sri. Dr. R. Surendra Kumar

Chairperson  
Member (Finance)  
Member (Technical)  
Independent Member

*Between*

M.Mangamma,  
Utukur Peddapalem (V),  
Utukuru(P),  
Vidavalur(M)  
Nellore Dt.

Complainant

*AND*

1.Junior Accounts Officer/S-ERO/N.R.palem  
2.Executive Engineer/O/Kavali  
3. CGM/O&M/Tirupati

Respondents

\*\*\*\*

**ORDER**

1. The case of the complainant is that licensee is entitled to collect only development charges for release of service to LT consumers as per Reg. 04/2013. But respondent had collected cost of DTR ₹1,80,165 instead of development charges for 48 HP at 900 per HP i.e. ₹43,200. Hence requested to refund the difference of amount of ₹1,36,965. She also further stated that she has submitted an application on 18.01.2021, amount was paid on 10.03.2021 and service was released on 25.05.2021.

**DESPATCHED**

DATE

28/7

o/c

2. Respondent No.2 filed written submissions stating that complainant applied for service connection to fish pond. The estimate for extension of 48 HP service for aqua culture was prepared and sanctioned vide sanction No. SDR/KVL/NP.No.371/2020-21 dt:01.02.2021 vide WBS No.E-2020-04-02-51-03-037 for an amount of ₹. 2,34,312.

As per the revised guidelines of APSPDCL vide Memo No. CGM/O/SPDCL/TPT/EE/C/F.Reg.4/D.No.100/21 Dt: 27.01.2021 service line charges has to be collected from the consumer as total cost of the estimate excluding the cost of metering equipment (₹2,26,851 as service line charges and ₹.24,000 towards SD charges including DTR cost ) Modification is done in SAP accordingly in SAP for collecting the service line charges from the prospective consumers. All the calculations regarding development charges , service line charges and security deposits is being done by SAP generated calculations only. There is no manual intervention and modification in SAP demand calculation which is fixed by SAP wing as per the guidelines in vogue.

3. Respondent No.3 filed written submission stating that Hon'ble APERC issued guidelines vide Lr.No.APERC/Secy/F.No.S-19(Vol.II)/D.No.694/21 Dt: 31.12.2021 stating that the consumers of LT services other than the Agriculture services whose contracted load exceeds 20 KW shall be provided with dedicated transformers on collecting full cost of transformer. In all these six cases dedicated DTRs are erected as the load for service is 48 HP. Hence cost of DTR has been collected and there is no possibility to extend supply to another consumer.
4. Complainant sent a letter subsequently that Mr. K Gurrappa S/o. Narayana will represent her in the personal hearing.
5. Personal hearing was through video conferencing was conducted on 08.06.2022. Mr. Gurrappa represented in this case and also in five other similar cases. In all these cases complainants are illiterate women. Hence



complainants were directed to appear in the personal hearing and the matter was adjourned.

6. Personal hearing was conducted through video conferencing on 15.07.2022. Complainant present for video conferencing from EE office Kavali. Heard complainant and Respondent No.2
7. The point for determination is whether respondents are empowered to collect cost of DTR for release of service of 48 HP for fish pond under LT category for SC. No. 3251311003998 when service was releases on 25.05.2021?

According to respondent No. 2 they have collected cost of DTR as per the memo issued by CGM/O/ SPDCL/TPT/EE/C/F.Reg.4/D.No.100 /21 Dt: 27.01.2021.

According to Respondent. No. 3, Hon'ble APERC permitted the licensee to collect cost of DTR from LT consumers other than Agriculture services whose contracted load exceeded 20 KW as per the letter of Secretary /APERC dt:31.12.2021.

The Hon'ble APERC issued Reg. 6 of 2021 empowering the DISCOMS to collect cost of DTR from all the LT consumers other than agricultural consumers for release of services with a contracted load exceeding 20 KW by providing dedicated DTR. It was published in the gazette on 31.12.2021.

Admittedly it is not mentioned in Regulation. 6 of 2021 that it will be applicable retrospectively. So it will be applicable from 31.12.2021 only and as a sequel respondents are entitled to collect cost of DTR from 31.12.2021 onwards only.

Respondents did not explain how respondent. No. 3 is empowered to issue a circular and collect the amount for release of service connections even prior to approval and sanction from the Hon'ble APERC and basing on such circular collect cost of DTR from LT consumers. Licensee is empowered to





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.

To

The Complainant

The Respondents

Copy to the Nodal Officer (Chief General Manager (O&M)/ Operation)/ CGRF/ APSPDCL/ Tiruati.

Copy Submitted 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.

Copy Submitted to the Secretary, APERC,11-4-660, 4<sup>th</sup> Floor, SingareniBhavan, Red Hills, Lakdikapool, Hyderabad- 500 004.