



VIDYUT OMBUDSMAN FOR THE STATE OF TELANGANA
First Floor 33/11 kV substation, Hyderabad Boats Club Lane
Lumbini Park, Hyderabad - 500 063

:: Present:: **Smt. UDAYA GOURI**

Thursday the Tenth Day of May 2018

Appeal No. 21 of 2018

Preferred against Order Dt.23.03.2018 of CGRF

in CG.No.1052/2017-18

Between

Sri. Ajay Mohan Gupta, #32, Sneha Nagar Colony, Street No.8, Habsiguda,
Hyderabad - 500 007. Cell: 9848048782, 040-40201485.

... Appellants

AND

- 1.The Asst. Divisional Engineer/Operation/Ghatkesar/TSSPDCL/RR District.
- 2.The Asst. Accounts Officer/ERO/Keesara/ TSSPDCL/RR District.
- 3.The Divisional Engineer/Operation/Keesara/TSSPDCL/RR District.
- 4.The Superintending Engineer/Op/Habsiguda Circle/TSSPDCL/RR District.

... Respondents

The above appeal filed on 02.04.2018, coming up for final hearing before the Vidyut Ombudsman, Telangana State on 04.05.2018 at Hyderabad in the presence of Sri. Ajay Mohan Gupta - Appellant and Sri. B. Sakhru - AAO/ERO/Keesara for the Respondents and having considered the record and submissions of both the parties, the Vidyut Ombudsman passed the following;

AWARD

The Appellant is the consumer of the SC No. 1135 00909 of Category No.1 installed in the service premises bearing No. D1 104 Sadbhavana Projects, Pocharam and the Appellant by name Sri. Ajay Mohan Gupta has appeared before the CGRF seeking for redressal that his service meter is faulty and is not properly functioning as a result of which the actual consumption of 100 to 110 units per month are now shown exorbitantly in spite of the fact that their tenant has vacated the premises and that he is getting a bill of Rs 20,000/- per month in spite of the fact that their meter is only a single phase meter and as such sought for investigation into the said functioning of the

meter and requested to revise the bills issued by the Respondents on his service connection. On the basis of the said complaint lodged by the Appellant herein against the Respondents i.e. the ADE/OP/Ghatkesar/TSSPDCL/RR Dist, AAO/ERO/Keesara/TSSPDCL/RR Dist., DE/OP/Keesara/TSSPDCL/RR Dist., and SE/OP/Habsiguda Circle/TSSPDCL/RR Dist, the Respondent No. 2 filed a written submission on behalf of the Respondents vide lr.No. 166/17-18 dt.09.03.2018 before the CGRF stating that basing on the proposals of the AE/OP/Ghatkesar/F.No.ERO/D.No.989 dt.07.02.2018 the bill of the consumer was revised for the month of Feb,2018 and an amount of Rs 21,678/- has been withdrawn on the request of the Appellant and got tested the meter in MRT and found that the functioning of the meter was normal and subsequently AE/OP/Ghatkesar submitted a test report along with the letter on 19.03.2018.

2. During the 2nd hearing the Appellant Sri. Ajay Mohan Gupta gave a statement before the CGRF stating that their premises is a single bedroom with 499 sq feet and is constructed by Telangana Government and that the consumption of their premises is only 30 to 50 units per month and theirs is a single phase meter but contended that the said meter is installed at the common area under lock and key with the maintenance office and the department which consists of 1900 flats under completion of which 160 apartments have been sold and occupied and that all the meters of the said apartments are installed in a common parking area under lock and key and maintenance of the same office as such he suspected irregularity and power theft going on in the said gated community resulting in inflated power bills given to them and contended that on 14.02.2018 he received an online bill of Rs 41,000/- without a physical bill as such he also lodged an online complaint before the forum. He further stated that they checked the meter and were shocked to note that the reading of their meter was 7984 units instead of the closing meter 3366 units for the December bill and the same was revised to Rs 19,540/- on 01.03.2018 as the Respondents on manual checking found that wrong readings were noted as such requested the forum to enquire into the collusion between the Respondent department and the maintenance office of the gated community.

3. AAO/ERO/Keesara appeared before the Forum and gave a statement stating that the meter of the Appellant i.e. the complainant was tested in a MRT lab and the same showed normal functioning however the bill of the consumer has been revised from the date of supply and an amount of Rs 21,617/- has been withdrawn and

credited to his account vide JE No. 11090 dt.28.02.2018 and the consumer i.e. the Appellant herein has to pay an amount of Rs 19,514/-.

4. In view of the said facts and circumstances AE/OP/Ghatkesar, the AAO revised the bill for the month of Feb,2018 and withdrew an amount of Rs 21,678/- and credited to the account of the Appellant as wrong reading was noted on the consumer service number and since the meter was functioning normally the learned CGRF closed the grievance application of the Appellant herein.

5. In view of the said finding of the CGRF, the Appellant felt aggrieved and filed the present appeal claiming that he is not satisfied by the order of the CGRF as he is entitled for further the revision of the bills and pleaded for exemption of the balance amount alleged to be payable by him i.e. Rs 19,514/- and that the Respondents are required to initiate necessary enquiry and action against the mischief makers who have meddled with his meter.

6. Hence in view of the said averments of both sides the points in issue are :

1. Whether the Appellant is entitled for revised bills and
2. Whether an enquiry has to be held against the Respondents personnel?

7. The Respondent No. 1 ADE/OP/Ghatkesar vide Lr.No. 281 dt.19.04.2018 has submitted that after inspection of the consumer premises and observing the consumer payment history, it was concluded that the meter reader has issued bills by table readings (Fictitious). The bills of the two services i.e. SC No. 1135 00909 and 1135 00903 (other service connection in dispute under Appeal No. 17 of 2018) were revised from the release of the service and credit JEs were raised to the services accordingly. For issuing wrong bills the concerned meter reader G. Venkatesh was permanently removed from his duties.

8. The Appellant also submitted a written statement stating that all the amounts due were cleared by way of payment through the billing contractor for giving wrong readings and that their services were terminated as such stated that his grievances have been addressed and cleared by the Respondents as such he has no issues with the Respondents on the Appeal lodged by him.

9. Hence in view of the said action taken by the Respondents and in view of the satisfaction expressed by the Appellant on his grievances being addressed by the

Appellant before the Ombudsman and further in view of the mutual understanding between the parties, the matter is disposed of as mutually settled without an elaborate discussions on the issues and hence the Appeal is accordingly disposed.

TYPED BY Clerk Computer Operator, Corrected, Signed and Pronounced by me on this the 10th day of May, 2018.

Sd/-

Vidyut Ombudsman

1. Sri. Ajay Mohan Gupta, #32, Sneha Nagar Colony, Street No.8, Habsiguda, Hyderabad - 500 007. Cell: 9848048782, 040-40201485.
2. The Asst. Divisional Engineer/Operation/Ghatkesar/TSSPDCL/RR District.
3. The Asst. Accounts Officer/ERO/Keesara/ TSSPDCL/RR District.
4. The Divisional Engineer/Operation/Keesara/TSSPDCL/RR District.
5. The Superintending Engineer/Op/Habsiguda Circle/TSSPDCL/RR District.

Copy to :

6. The Chairperson, Consumer Grievance Redressal Forum, Greater Hyderabad Area, TSSPDCL, Vengal Rao Nagar, Erragadda, Hyderabad - 500 045.
7. The Secretary, TSERC, 5th Floor Singareni Bhavan, Red Hills, Lakdikapul, Hyd.