



**BEFORE THE VIDYUT OMBUDSMAN FOR THE STATE OF TELANGANA**

First Floor 33/11 kV Substation, Beside Hyderabad Boats Club  
Lumbini Park, Hyderabad - 500 063

**PRESENT : SRI MOHAMMAD NIZAMUDDIN  
VIDYUT OMBUDSMAN**

THURSDAY THE EIGHTEENTH DAY OF MAY  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 01 of 2023-24**

Between

Sri Sutinder Singh c/o. Huzur Singh, H.No.5-9-1115/A, Kanchenjunga  
Complex, Gunfoundry, Hyderabad - 500 034. Cell: 9885033388.

.....Appellant

**AND**

1. The Assistant Engineer / Operation / Lal Bazar / TSSPDCL / Secunderabad.
2. The Assistant Divisional Engineer / OP / Lal Bazar / TSSPDCL / Secunderabad.
3. The Assistant Accounts Officer / ERO / R.P.Nilayam / TSSPDCL / Secunderabad.
4. The Divisional Engineer / Operation / Secunderabad / TSSPDCL / Secunderabad.
5. The Superintending Engineer / Operation / Secunderabad Circle / TSSPDCL Secunderabad.
6. The Chief General Manager(Commercial)/TSSPDCL/Corporate Office / Hyderabad.

..... Respondents

This appeal is coming on before me for final hearing on 02.05.2023 in the presence of Mr.Syed Ibrahim, Authorised representative of the appellant and Sri Ch.Rajesh Kumar - Sub Engineer, Sri CH.SR.Ramachary - ADE/OP/Lal Bazar, Smt. B. Vijayalatha - AAO/ERO/RP Nilayam and Sri E.S.Suchendernath - DE/OP/Secunderabad representing the respondents and having stood over for consideration till this day, this Vidhyut Ombudsman passed the following:-

## **AWARD**

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - II, Greater Hyderabad Area, Hyderabad - 45 (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.313/2022-23/Secunderabad Circle dt.21.02.2023, closing the complaint with a specific direction.

### **CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant is that the appellant has been running an apparel store in the name and style Max Store at Trimulgherry, Secunderabad. The respondents have issued the electricity bill of Rs.17,33,367/- (including ACD) in October 2022 erroneously. The said apparel store is non-operational during night time. Therefore it is prayed to resolve the grievance.

### **WRITTEN SUBMISSIONS OF THE RESPONDENTS**

3. In the written reply submitted by respondent No.2, it is stated that the appellant is having (6) Service Connections mentioned as under:-

SI.No.	S.C.No.	Meter No.	Make	Cap	KWH F/R	KVAH F/R	Date
1.	AZ034474	64840	HPL	100/5 A	469761	469771	12.11.22
2.	AZ034564	CP300619	TTL	100/5 A	851103	930274	12.11.22
3.	AZ034565	656885	HPL	100/5 A	557936	573286	12.11.22
4.	AZ034566	CP365082	TTL	100/5 A	130659	150624	12.11.22
5.	AZ033654	648098	HPL	100/5 A	23876	33691	12.11.22
6.	AZ033527	648013	HPL	100/5 A	14426	23074	12.11.22

The said Service Connections were billed in '09' status from May 2022 to November 2022. The said bill was revised and an amount of Rs.3,32,802.47 ps was credited to subject Service Connection No.AZ034566 on 20.12.2022.

4. In the written reply submitted by respondent No.3, it is stated that as per the check reading submitted by respondent No.1, after adjustment of ACD an amount of Rs.3,32,802.47 ps was credited to the subject Service Connection. The respondents have clubbed the (6) Service Connections of the appellant with Service Connection No.AZ034566 (as parent service from February 2020).

#### **AWARD OF THE FORUM**

5. After considering the material on record and after hearing both sides, the learned Forum has closed the complaint with a specific direction to the respondents.

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has granted a minor relief to the appellant. The department instead of issuing separate bills for each meter, has issued combined bill erroneously. At present only one store is in operation and some of the other stores are not occupied and they are not in use. Therefore it is prayed to grant relief to the appellant by waiving the excess bill.

## **WRITTEN SUBMISSIONS OF THE RESPONDENTS**

7. In the written reply submitted by respondent No.2, it is stated that there are (6) Service Connections in the premises of the appellant styled as Premium Lifestyle and Fashion Pvt.Ltd., at Trimulgherry, Secunderabad. The said (6) services were clubbed with Service Connection No.AZ034566. Owing to software problems the Service Connections were billed under '09' status from April 2022 to November 2022. It is seen that there is a 6th digit display in the meter after completion of (5) digits reading in the meter reading and for the same billing should be done on the Spot Billing Machine (in short 'SBM'). But the Spot Billing Machine automatically taken as status '09' for the clubbed Service Connection No.AZ034566 due to software problem as its limit was upto 5 digits only and the bill was issued to consumer under status '09' from April 2022 to November 2022 and the same could not be traced as it was a clubbed service. The bill was revised for an amount of Rs.3,32,802.47 ps.

8. In the written reply submitted by respondent No.3 also the similar contents as stated by respondent No.2 were mentioned.

## **ARGUMENTS**

9. Heard both sides.

## **POINTS**

10. The points that arise for consideration are:-
- i) Whether the appellant is entitled for withdrawal of the balance amount of the bill in question as prayed for?
  - ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
  - iii) To what relief?

### **POINT No. (i) and (ii)**

#### **ADMITTED FACTS**

11. It is an admitted fact that the appellant was having (6) Service Connections in his business premises mentioned above. The said Service Connections were clubbed in Service Connection No. AZ034566. It is also an admitted fact that during the pendency of the complaint before the learned Forum an amount of Rs.3,32,802.47 ps was credited to the subject Service Connection.

#### **SETTLEMENT BY MUTUAL AGREEMENT**

12. Both the parties have appeared before this Authority on different dates. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation. However, no settlement could be reached. The hearing, therefore, continued to provide reasonable opportunity to both the parties to put-forth their case and they were heard.

## **REASONS FOR DELAY IN DISPOSING OF THE APPEAL**

13. The present complaint was filed on 06.04.2023. This appeal is being disposed of within the period of (60) days as required.

## **CRUX OF THE MATTER**

14. The appellant filed the present appeal against the abnormal demand raised of Rs.17,33,367/-(including ACD) for the month of October 2022 against Service Connection No. AZ034566. Their average monthly bill was around Rs. 1.78 lakhs and hence requested to withdraw the sudden raise of huge amount. The dispute rose consequent to wrong readings taken from May 2022 to November 2022, the bills were issued under status '09' (not in use) minimum bills. The respondents pleaded that the meter reader had no option for entry of 6 digit reading in the SBM; that the mistake was due to software problems and later the CT meter software was updated in the SBM and regular consumption bills were issued from the month of November 2022, during such period the correct bills were not issued and after revision as per the actual reading under status '01' Rs. 17,33,367/- demand was raised and that later the excess ACD amount of Rs.2,77,302/- under the C.C charges and Rs.3,32,802/- was deducted. However the appellant paid the total amount under protest.

15. The appellant relied on the grounds that the sudden raise of a huge bill is unjustified and that the relief given by the learned Forum is not satisfactory. Hence the appellant requested to grant relief on the demanded

amount. He further requested to grant relief towards excess billing as a result of clubbing the existing (6) Service Connections into single service. It appears that their premises have multi floors presently utilising only one store in operation and some of the other floors were not occupied and not in use at present.

16. A perusal of the rival contentions goes to show that though it is admissible that the SBM was not having the features to issue actual consumption bill, which was later rectified by updation of the software, the time taken (i.e. 7 months) to issue correct electricity bill is not justified. The rectification should have been done within a short period or there was an option to issue manual bills through which the dispute could have been avoided and hence there is negligence on the part of the meter reader, I/c. AE/OP/Lalbazar. Imposing the cumulative demand suddenly upon the appellant has resulted in the present dispute, where the appellant has to face a lot of hardship. Some relief was given during the course of hearing before the learned Forum by apportioning the accumulated consumption with average monthly consumption and an amount of Rs.3,32,802/- was credited to the account of the Service Connection No. AZ034566 vide JE No.3043 dt.20.12.2022. By apportioning the units into each month, the liable amount was deducted. Hence, there is no further scope for relaxation. The consumption was recorded in the meter which is nothing but actual supply used by the appellant and cannot be waived off. Whatever the consumption

utilised needs to be paid accordingly. As regards clubbing of (6) Service Connections, the appellant admitted that all the connections are being connected for their usage of supply and there is no dispute on it. The only justification provided by the appellant towards the recourse is that they are utilising the power supply only to the one store in operation and not utilising the remaining floors. It is pertinent to note that clubbing of (6) Service Connections into one Service Connection results in increase in bill amount in view of accumulation of all the consumption into one service, but as per the appellant the other services were not in use which makes no difference to clubbing. This goes to show that there is no strength in the argument of the appellant whether the services are clubbed or not. However, the Clause 3.5.3 envisages the Licensee to club the service into single Service Connection by way of merging all the existing Service Connections utilising supply for the same unit. The Clause 3.5.3 is reproduced here-under:-

“Notwithstanding the above provisions, the Company reserves the right, where it is reasonably established, that the consumers of the same group or family or firm or company who are availing supply under different service connections situated within a single premises by splitting the units, the Company may treat such multiple connections existing in the single premises as a single service connection and charge the total consumption of all the consumers at the appropriate tariffs applicable for a single service connection. Any officer authorised by the Company shall issue notices to the concerned consumers asking them to furnish a single application for all such services and to pay required charges for merging the services into a single service.”

Based on the above given statute the clubbing of service is tenable.



17. In view of the findings as at Para No.16, having regard to the facts and circumstances of the case, I hold that the appellant is not entitled for withdrawal of the balance amount of the bill in question as prayed for and the Award passed by the learned Forum is not liable to be set aside.

**POINT No. (iii)**

18. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be rejected.

**RESULT**

19. In the result, the appeal is rejected, without costs, confirming the Award passed by the learned Forum including taking disciplinary action against the erring officer and report compliance.

A copy of this Award is made available at <https://vidyutombudsman-tserc.gov.in>.

Typed to my dictation by Office Executive cum Computer Operator, corrected and pronounced by me on the 18th day of May 2023.

Sd/-

**Vidyut Ombudsman**

1. Sri Sutinder Singh c/o. Huzur Singh, [H.No.5-9-1115/A](#), Kanchenjunga Complex, Gunfoundry, Hyderabad - 500 034.Cell: 9885033388.
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7. The Chief General Manager(Commercial)/TSSPDCL/Corporate Office / Hyderabad.

**Copy to**

8. The Chairperson, Consumer Grievances Redressal Forum of TSSPDCL- Greater Hyderabad Area, Door No.8-3-167/E/1, Central Power Training Institute (CPTI) Premises, TSSPDCL, GTS Colony, Vengal Rao Nagar, Erragadda, Hyderabad - 45.

