



BEFORE THE VIDYUT OMBUDSMAN FOR THE STATE OF TELANGANA

First Floor 33/11 kV Substation, Hyderabad Boat Club Lane
Lumbini Park, Hyderabad - 500 063

**PRESENT : SRI MOHAMMAD NIZAMUDDIN
VIDYUT OMBUDSMAN**

MONDAY THE THIRTY FIRST DAY OF OCTOBER
TWO THOUSAND AND TWENTY TWO

Appeal No. 07 of 2022-23

Between

Vijayashree Apartments Welfare Association, Regd.No. (1508/2008), Upperpally,
Hyderguda, Hyderabad - 500048, represented by Sri NGK Nair (President),
Cell No. 9949709266. **.....Appellant**

AND

1. The Assistant Engineer / Operation / Rajendra Nagar / TSSPDCL/ Ranga Reddy District.
2. The Assistant Divisional Engineer / Rajendra Nagar / TSSPDCL/ Ranga Reddy District.
3. The Assistant Accounts Officer / ERO / Gaganpahad / TSSPDCL / Ranga Reddy District.
4. The Divisional Engineer / Operation / Rajendra Nagar / TSSPDCL/ Ranga Reddy District.
5. The Superintending Engineer / Operation /Rajendra Nagar Circle / TSSPDCL/ Ranga Reddy District. **..... Respondents**

This appeal is coming on before me for final hearing on 23.09.2022 in the presence of Sri S. Guruswamy, representative of the appellant and Sri G. Venugopal - JAO/ERO/Gaganpahad representing the respondents and having stood over for consideration till this day, this Vidyut Ombudsman passed the following:

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - Greater Hyderabad Area (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G. No.142/ 2021-22/ Rajendra Nagar Circle dt.30.03.2022, closing the grievance of the appellant-association by recording that the grievance of the consumer was already redressed by the respondents.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The appellant-association received electricity bill for the month of November 2021 received during December 2021, in respect of USC No. 10207931 (grid meter Service No. 3208 08104). There was an abnormal bill of Rs.23,050/- (Rupees twenty three thousand and fifty only). The said bill was not rectified by the respondents in spite of the representations. The appellant-association installed a solar plant which was commissioned during March-April 2021 and power generated was exported to USC No. 10207931 (grid meter Service No. 320808104). Therefore it is prayed to rectify the electricity charges which are claimed excessively.

CASE OF THE RESPONDENTS BEFORE THE FORUM

3. In the written submissions of respondent No.2, it is inter-alia, stated that on the representation of the appellant-association, the bill was revised by dividing the units billed in December 2021 equally to (3) months and issued a

revised bill and a credit of JE of Rs.3047/- (Rupees three thousand and forty seven) was given to the appellant-association. Therefore it is prayed to drop the complaint.

4. The sum and substance of the written submission of respondent No.3 is also similar to the written submission of respondent No.2. During the pendency of the complaint before the learned Forum, the respondents have revised the bill of 2334 units billed in the month of December 2021 and there were distributed from December 2021 to October 2021 and excess billed amount of Rs. 3,047/- was withdrawn and credited to the Service Connection No. 320808104. In view of this credit, the learned Forum has closed the complaint on the ground that the grievance was arrested.

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has passed the Award without properly analysing the facts on record and without properly considering the relevant provisions.

GROUNDS OF THE APPEAL

6. In the grounds of appeal, it is, inter-alia, submitted that the amount billed from April 2021 to March 2022 proves that there is fundamentally wrong in the meter reading for November 2021 without the mistake of the appellant. Therefore it is prayed that the respondents shall bear the remaining financial

burden stated above.

WRITTEN SUBMISSION OF THE RESPONDENTS

7. In the written submissions of respondent No.3 dt.25.08.2022, before this Authority, it is, inter-alia stated that the grievance of the appellant was already redressed by the learned Forum.

8. In the written submissions of respondent No.3 dt.19.09.2022, before this Authority, it is, inter-alia stated that during the pendency of the present appeal, the disputed bill was further revised and excess amount of Rs.11,328/- (Rupees Eleven thousand three hundred and twenty eight only) was withdrawn by the respondents and credited to SC No. 320808104 in the month of September 2022. Thus the total amount withdrawn and credited to the service is Rs. 3,047/- + Rs. 11,328/- = Rs. 14,375/- (Rupees fourteen thousand three hundred and seventy five)

ARGUMENTS

9. It is argued on behalf of the appellant that the appellant is still entitled for the balance excess amount claimed. Therefore it is prayed to direct the respondents to credit that amount also.

10. On the other hand on behalf of the respondents, it is submitted that the entire admissible benefit was already given to the appellant to the fuller extent and there is no scope for any further credit to be given to the appellant

and that after the correct calculation and after revising the bill, the respondents have credited the amount entitled by the appellant already. Therefore it is prayed to reject the appeal.

POINTS

11. The points that arise for consideration are:-

- i) Whether the appellant is still entitled to the credit of the balance amount out of the amount of Rs. 23,050/- claimed by the respondents ?
- 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)

SETTLEMENT BY MUTUAL AGREEMENT

12. Both the parties have appeared before this Authority on 23.09.2022. 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. Since I took charge as Vidyut Ombudsman on 01.07.2022 and since there was no regular Vidyut Ombudsman earlier, the appeal was not disposed of within the prescribed period.

ADMITTED FACTS

14. It is an admitted fact that the respondents have released Service Connection No. 10207931 (grid meter Service No. 320808104) to the appellant. There is no dispute that the respondents credited an amount of Rs. 3,047/- during the pendency of the complaint before the learned Forum and now they also gave credit of Rs. 11,328/- to the account of the appellant during the pendency of the present appeal after revising the bills. The respondents have credited an amount of Rs. 14,375/- to the account of the appellant so far.

CRUX OF THE MATTER

15. Initially the respondents have divided 2334 units billed in the month of December 2021 into three months and in that process the excess amount of Rs. 3047/- was withdrawn and credited to the account of the appellant. As already stated the respondents have also credited an amount of Rs 11,328/- by way of revising the bills for the month of October and November 2021. Since wrong readings were taken, the net consumption from September 2021 to December 2021 was evaluated and the bills were again revised resulting in withdrawal of Rs.11,328/- during the pendency of the present appeal. Thus as already stated, an amount of Rs 14,375/- was credited to the account of the appellant. These factors only show that the calculation done by the respondents is on correct lines and now there is no excess amount claimed by

the respondents. In view of these factors, the appeal is liable to be closed.

These points are accordingly decided

POINT No. (iii)

16. In view of the findings on point No. (i) and (ii) the appeal is liable to be closed.

RESULT

17. In the result, the appeal is closed.

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 this the 31st day of October 2022.

Sd/-
Vidyut Ombudsman

1. Vijayashree Apartments Welfare Association, Regd.No. (1508/2008), Upperpally, Hyderguda, Hyderabad - 500048, represented by Sri NGK Nair (President), Cell No. 9949709266.
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6. The Superintending Engineer / Operation /Rajendra Nagar Circle / TSSPDCL/ Ranga Reddy District.

Copy to

7. 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.

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