



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

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

**PRESENT : SRI MOHAMMAD NIZAMUDDIN  
VIDYUT OMBUDSMAN**

TUESDAY THE TWENTIETH DAY OF JUNE  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 08 of 2023-24**

Between

M/s. Renuka Matha Powerlooms, Thirumalayapally (v), Rayaparthi (M),  
Warangal District, represented by Sri G. Srinivas Cell: 7016196241.

**.....Appellant**

**AND**

1. The Assistant Engineer / Operation / Rayaparthi - 7901678235.
2. The Assistant Divisional Engineer / Operation / Wardhannapet - 9440811311.
3. The Assistant Accounts Officer / ERO / Wardhannapet-9440811281.
4. The Divisional Engineer / Operation / Rural / Warangal-9440811315.

**..... Respondents**

This appeal is coming on before me for final hearing on 01.06.2023 in the presence of Sri G.Srinivas, authorised representative of the appellant and Sri Tharun - AE/OP/Rayaparthi, and Sri Prashanth - ADE/OP/Wardhannapet 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 - I (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TSNPDCL') in

C.G.No.592/2022-23, Warangal Circle dt.13.04.2023, closing the complaint.

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

2. The case of the appellant is that the respondents have released USC No. 13096603, Category-IV to the appellant. The respondents have issued an excess bill to the appellant for the months of August and September 2022. Therefore it was prayed to rectify the said excess bill.

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

3. In the written reply submitted by respondent No.1, it is stated that the subject meter was burnt in July 2022 due to a wiring problem. It was replaced in the same month. Again the said meter was burnt in August 2022. It was replaced in September 2022. Thereafter bill was issued with average units of 2429 under meter change status.

4. In the written reply submitted by respondent No.3, also the similar averments as stated by respondents No.1 were mentioned.

### **AWARD OF THE FORUM**

5. After considering the material on record and after hearing both sides, the learned Forum has disposed of the complaint by closing it on the ground that the bills issued by the respondents are in order and the appellant is liable to pay the same.

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has not considered the material on record properly and that the respondents have issued exorbitant bills without proper reason.

### **WRITTEN SUBMISSION OF RESPONDENTS**

7. In the written replies submitted by respondent No.1 and 2 and also respondent No.3 separately before this authority they have reiterated the contents submitted by them before the learned Forum.

### **ARGUMENTS**

8. Heard both sides.

### **POINTS**

9. The points that arise for consideration are:-

- i) Whether the excess bill issued to the appellant is liable to be rectified?
- ii) Whether the impugned Award passed by the learned Forum is liable to be set aside? and
- iii) To what relief?

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

### **ADMITTED FACTS**

10. It is an admitted fact that the respondents have released the Service Connection No. 360400959 to the appellant. It is also an admitted fact that the subject meter of the appellant was burnt twice.

## **SETTLEMENT BY MUTUAL AGREEMENT**

11. 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**

12. The present representation was filed before this authority on 17.05.2023. This appeal is being disposed of within the period of (60) days as required.

## **CRUX OF THE MATTER**

13. The appellant Sri G.Srinivas on behalf of M/s. Renuka Matha Powerlooms, Thirumalayapally Village, Rayaparthi Mandal, Warangal pleaded that they have received exorbitant bills for the month of August and September 2022 and hence requested to revise the bills. As per the records, the meter was burnt twice initially in July 2022 and later in the month of August 2022. The situation remained so, the respondents issued average bills under status '11'(burnt out) and '04' (meter change), with 2429 units, for an amount of Rs.10,000/- for each month. The appellant alleged that the meter was burnt out due to the negligence of the respondents. The reason proclaimed was that of earthing problem of the single phase Distribution Transformer (in short

'DTR'). Technically the neutral defect of the single phase DTR shall not result in burning the Meter. The respondents claim that the reason for burning of the Meter in the month of July 2022 was due to wiring problem at the consumer end. They have relied on the provisions of Clause 7.5.1.4.1 and 7.5.1.4.2 of General Terms and Conditions of supply (in short 'GTCS') which are reproduced here-under:-

“7.5.1.4.1: The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles were not different from those which prevailed during the period in which the Meter ceased to function or became defective.

7.5.1.4.2:- If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 months when the conditions of working were not different.”

In view of the defective period is post summer during rainy season i.e. August, September where the conditions of previous months are different from those which period in which the Meter ceased to function. The Clause 7.5.1.4.2 of GTCS shall attract in levying of assessment for the defective period. The previous years consumed units are given below:-

Sl.No.	Month	Units	Remarks
1	08/2021	2573	Average 2429 KWH
2	09/2021	2696	
3	10/2021	2018	

In view of the above the average units adopted by the respondents are in line with the statute. Accordingly, I hold that the excess bill issued to the appellant is not liable to be rectified and the Award passed by the learned Forum is not liable to be set aside.

**POINT No. (iii)**

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

**RESULT**

15. In the result, the appeal is rejected, confirming the Award passed by the learned Forum.

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 20th day of June 2023.

Sd/-

**Vidyut Ombudsman**

1. M/s. Renuka Matha Powerlooms, Thirumalayapally (v), Rayaparthi (M), Warangal District, represented by Sri G. Srinivas Cell: 7016196241.
2. The Assistant Engineer / Operation / Rayaparthi - 7901678235.
3. The Assistant Divisional Engineer / Operation / Wardhannapet - 9440811311.
4. The Assistant Accounts Officer / ERO / Wardhannapet-9440811281.

5. The Divisional Engineer / Operation / Rural / Warangal-9440811315.

**Copy to**

6. The Chairperson, Consumer Grievances Redressal Forum of TSNPDCL- I,  
H.No.2-5-58, Opp: Head Post Office, Nakkalagutta, Hanamkonda, Warangal  
District, Pin code - 506001.

