



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. 17 of 2018

Preferred against Order Dt.28.02.2018 of CGRF

in CG.No.966/2017-18

Between

Sri. K. Kumar represented by 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 09.03.2018, 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 - representative of the 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 SC No. 1135 00903 of Category I installed in service premises No. D1 106 at Sadbhavana Project, Pocharam being represented by Sri. Ajay Mohan Gupta appeared before the CGRF seeking for redressal of his grievance of rectification of excess bills issued to their service as his service meter is faulty and 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 his tenant is mostly out of station and in spite of the fact that he is not using fridge etc. and that he got a bill dt.06.01.2018 for an amount of Rs 1101/- for the month of December,2017

showing the previous meter reading as 1160 and closing meter reading as 1360 as such he called the Respondents but he did not get any reply hence he asked Mr. Ajay Mohan Gupta to visit to the Respondents department and enquire into the matter as such Mr. Ajay Mohan Gupta visited the Respondents on 11.01.2018 but could not meet the AE as such met the staff members but there was no help from them . As such Mr. Ajay Gupta took a picture of the meter on that day i.e. 11.01.2018 and was shocked that the meter reading was showing 4302 units which meant that the number of units jumped from 1360 to 4302 units from 6th Jan to 11th Jan, as such felt that there were serious faults with the meter and required investigation but as the Respondents were not responding he appeared before the CGRF and lodged his grievance.

2. On the basis of the said complaint lodged by the Appellant before the CGRF the ADE/OP/Ghatkesar/TSSPDCL/RR Dist, AAO/ERO/Keesara/TSSPDCL/RR Dist, DE/OP/Keesara/TSSPDCL/RR Dist, SE/OP/Habsiguda Circle/TSSPDCL/RR Dist. The Respondent No.2 appeared in the court on behalf of the Respondents and filed a written submission on 28.02.2018 vide Lr.No.155 of 2018 stating that the bill of the Appellant consumer with Service Number 1135 00903 has been revised for the month of Feb,2018 and an amount of Rs 23,057/- has been withdrawn and adjusted to the consumer account vide JE No.1140 dt.28.02.2018.

3. Hence in view of the said submissions made by the Respondents through Respondent No.2 the CGRF accepted the compliance report in total and felt that the grievance of the Appellant is addressed by way of revising the bill and withdrawing the excess amount as such closed the said complaint.

4. Hence aggrieved by the said orders of the CGRF the Appellant filed the present Appeal expressing that he is not satisfied by the order of the CGRF as he is entitled for further revision of the bills and pleaded for exemption of the balance amount alleged to be payable by him and that the Respondents are required to initiate necessary enquiry and action against mischief makers who have meddled with the meter.

5. The Appellant submitted the periodical data of his service as follows:-

11.01.2018 -	4302 units
21.02.2018 -	4328 units
11.03.2018 -	4349 units
12.04.2018 -	4383 units

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 statement given by the Appellant and the Respondents were perused by the Ombudsman and found that 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 00903 and 1135 00909 (other service connection in dispute under Appeal No. 21 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.

Vidyut Ombudsman

1. Sri. K. Kumar represented by 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.