



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

WEDNESDAY THE TWENTY EIGHTH DAY OF AUGUST
TWO THOUSAND AND TWENTY FOUR

Appeal No. 19 of 2024-25

Between

Sri J. Chandrakanth Rao, s/o. Balkishan Rao, H.No.4-241/1 (Plot No. 167 South Part), Sri Vidya Township, Saroornagar Mandal, Jalpalle, K.V. Ranga Reddy - 500 005. Cell: 9553404302.

.....Appellant

AND

1. The Assistant Engineer/Operation/Pahadishariff/TGSPDCL/Rajendranagar.
2. The Assistant Divisional Engineer/Operation/Mamidipally/TGSPDCL / Rajendra Nagar.
3. The Divisional Engineer/Operation/Kandukur/TGSPDCL/Rajendranagar.
4. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/ Rajendranagar.

..... Respondents

This appeal is coming on before me for final hearing today in the presence of the appellant in person and Sri L.V.Satyanarayana-AE/OP/Pahadishariff and Sri K.Venkat Narsimha Reddy-ADE/OP/Mamidipally for the respondents and having stood over for consideration, this Vidyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - II (Greater Hyderabad Area),

(in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G.No.20/2024-25/Rajendra Nagar Circle dt.15.07.2024, closing the complaint with clarification.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the respondents have released Service Connection No. 2708 02447 (in short 'the subject Service Connection') to the appellant at Jalpalle, K.V. Rangareddy District. The appellant applied for release of (4) KW additional load to the existing (1) KW load, but the licensee-respondents quoted three amounts as under:-

1. Customer Service Center (CSC) sent a quotation for payment of Rs.2,129.64/-.
2. The TGSPDCL app generated quotation for an amount of Rs. 6,493.50/-.
3. The ADE concerned sent a quotation for payment of Rs.6,731/-.

Therefore the appellant wanted to know as to which is the correct quotation.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by respondent No.2, before the learned Forum, it is, inter-alia, submitted that the correct quotation for additional load of (4) KW is Rs.6,731/- . The same was intimated to the appellant through email on 08.04.2024. Thereafter there was an exchange of emails between the appellant and the respondent-officials.

AWARD OF THE FORUM

4. After considering the material on record and after hearing the respondents, the learned Forum has clarified that the appellant has to pay an amount of Rs.6,731/- (Rupees six thousand seven hundred and thirty one only) towards release of additional load of (4) KW over the existing (1) KW against the subject Service Connection.

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that he was not given an opportunity to submit his grievance before the learned Forum; that in the Award of the learned Forum there is no mention of cost of the meter and as such there is no clarity as to how the Goods and Services Tax (in short 'GST') was calculated. Therefore it is prayed to permit the appellant for payment of the amount mentioned in the first estimation.

WRITTEN SUBMISSION OF RESPONDENTS

6. In the written reply filed by respondent No.2, before this Authority, he gave the particulars of imposition of GST in detail and also the total amount payable by the appellant as Rs.6,731/-.

ARGUMENTS

7. The appellant has submitted that the respondents themselves gave the estimate of Rs.2,129.64 for the required upgradation of load and now they

cannot deny it and hence it is prayed to allow him to pay Rs.2,129.64 only and not Rs.6,731/-.

8. On the other hand, it is argued by the respondents that Rs.2,129.64/- is the estimate cost of the meter which is borne by the respondents and Rs.6,731/- is the actual estimate amount intimated to the consumer for the required work.

POINTS

9. The points that arise for consideration are:-

- i) Whether the appellant is liable to pay Rs.2,129.64/- for getting additional (4) KW load to his existing (1) KW load against the subject Service Connection and not Rs.6,731/- ?
- ii) Whether the impugned Award passed by the learned Forum is liable to be set aside ? and
- iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

10. It is an admitted fact that the licensee-respondents have released the subject Service Connection to the appellant with (1) KW load. The appellant has applied for additional load of (4) KW to the existing (1) KW load.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority virtually and physically. 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 appeal was filed on 30.07.2024. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. The grievance of the appellant is that for release of additional load of (4) KW to existing (1) KW, the respondents have given three types of quotations as follows:-

1. Customer Service Center (CSC) sent a quotation for payment of Rs.2,129.64/-.
2. The TGSPDCL app generated quotation for an amount of Rs. 6,493.50/-.
3. The ADE concerned sent a quotation for payment of Rs.6,731/-.

The appellant is requesting to inform the correct quotation amount to be paid and he wants clarification for demanding GST in the above quotations though meter cost is not there and asking permission for payment of first quotation amount.

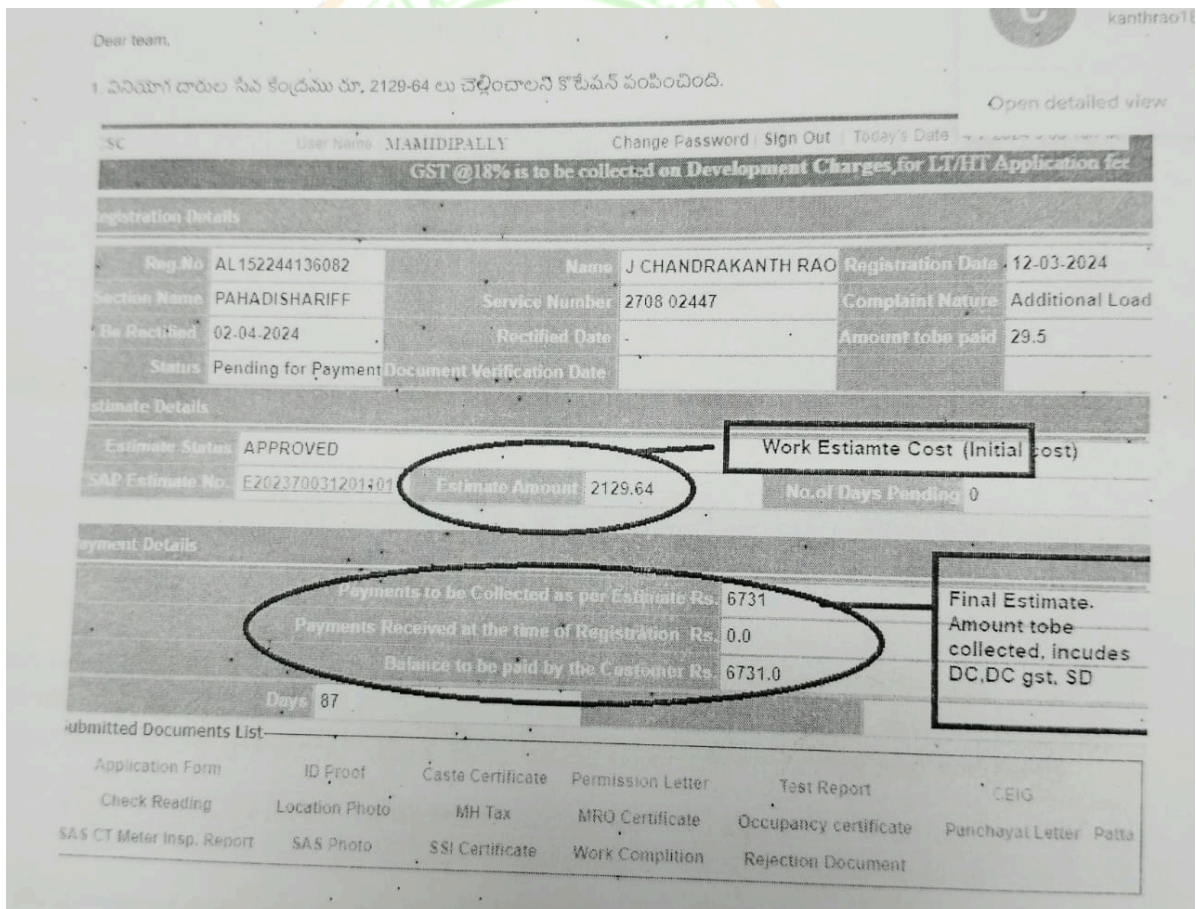
14. The respondents have submitted that the appellant has registered for additional load of (4) KW to existing (1) KW vide reg.No.ALI52244136082 dt.12.03.2024 by paying the registration fee. While registration, the

consumer(appellant) has chosen the Tab of **with estimate option**, accordingly estimate approved for an amount of Rs.6,731/- and the breakup is as follows:-

Supervision Charges	: 225.44
CGST on Supervision Charges (9%)	: 20.29
SGST on Supervision Charges (9%)	: 20.29
Security Deposit	: 800.00
Development Charges	: 4800.00
CGST on Development Charges (9%)	: 432.00
SGST on Development Charges (9%)	: 432.00
Rounded off cost	: 0.98
Total	<u>Rs : 6731.00</u>

It was clearly intimated to the consumer (appellant) to pay the amount of Rs.6,731/- as per the demand notice vide Lr.No.ADE/OP/Mamidipally/F.No./Turnkey/24/SDR01/24/D.No.27/24 dt. 08.04.2024. Meanwhile, the appellant sent emails to customer service @Tssouthernpower.com on various instances regarding the amount to be paid for release of additional load of (4) KW and clarification on GSTs. Estimate cost of Rs.2,129.64/- vide estimate No.E-2023-70-03-12-01-101 was communicated by the customerservice@tssouthernpower.com to the appellant only for the application status purpose i.e. “**pending for estimate**” status. This estimate cost is only for internal purpose for drawal of meter and this meter cost is borne by TGSPDCL (respondents) only. The second quotation was not intimated by the respondents.

15. On 10th April 2024, customer service communicated the details of the estimate to the appellant through email in which showing “estimate cost is Rs.2129.64/- and estimate status as approved and the payments to be collected as per estimate is Rs.6,731/- and balance to be paid by the consumer is Rs.6,731/-”. The estimate amount of Rs.2,129.64/- in the estimate is for meter drawal only i.e., for internal purpose. That meter cost is borne by TGSPDCL and the final payment to be paid is Rs.6,731/-. At this stage it is necessary to extract the said screenshot of the email, which is as under:-



16. From the above factors, it is noticed that the respondents have correctly intimated the appellant for payment of Rs.6,731/- after approval of the estimate. Whereas the appellant got confused by various mails correspondence. As regards the argument of the appellant that when the cost of the meter is not included the question of imposing GST does not arise. This argument cannot be accepted. The imposition of GST is as per the Government Order for the services. Accordingly the GST is included for the services in the present case and it is system generated according to the Rules of the Licensee only not by will of an individual official. Further the GST amounts taken in the estimate are clearly explained to the appellant by the respondents. Accordingly, I hold that the appellant is not liable to pay Rs.2,129.64/- for getting additional (4) KW load to his existing (1) KW load against the subject Service Connection and he is liable to pay Rs.6,731/-. The learned Forum has discussed the points involved in this case in detail and came to the correct conclusion. Therefore I do not see any reason to interfere with the same. These points are accordingly decided against the appellant and in favour of the respondents.

POINT No. (iii)

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

RESULT

18. 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 the Office Executive cum Computer Operator, corrected and pronounced by me on the 28th day of August 2024.

**Sd/-
Vidyut Ombudsman**

1. Sri J. Chandrakanth Rao, s/o. Balkishan Rao, H.No.4-241/1 (Plot No.167 South Part), Sri Vidya Township, Saroornagar Mandal, Jalpalle, K.V.Ranga Reddy - 500 005. Cell: 9553404302.
2. The Assistant Engineer/Operation/Pahadishariff/TGSPDCL/Rajendranagar.
3. The Assistant Divisional Engineer/Operation/Mamidipally/TGSPDCL / Rajendra Nagar.
4. The Divisional Engineer/Operation/Kandukur/TGSPDCL/Rajendranagar.
5. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/ Rajendranagar.

Copy to

6. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL- 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.