



**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**

WEDNESDAY THE SECOND DAY OF NOVEMBER  
TWO THOUSAND AND TWENTY TWO

**Appeal No. 24 of 2021-22**

Between

Smt. Thodupunoori Latha, w/o. Sri Veeresham, H.No.2-84/1,  
Nachupally Village, Kodimial Mandal, Jagtial District, Ph: 9491563674.

**.....Appellant**

**AND**

1. The Assistant Engineer / Operation / Pudur - 9440811474.
2. The Assistant Divisional Engineer / Operation / Malial - 9491061732.
3. The Assistant Accounts Officer / ERO / Malial - 7901674690.
4. The Divisional Engineer / Operation / Jagtial - 9440811399.

**..... Respondents**

This appeal is coming on before me for final hearing on 24.09.2022 in the presence of Sri Kailasam, representative of the appellant and Sri B. Jawaharlal Nayak - ADE/OP/Malial, Sri B. Ramesh - AAO/ERO/Malial and Sri P. Sreenath - AAE/OP/Pudur 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 - Nizamabad (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TSNPDCL') in C.G. No.550 / 2021-22 dt.23.08.2021, disposing of the

complaint as resolved by the respondents.

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

2. The case of the appellant is that the respondents have not prepared the net meter bill of the appellant for Service Connection No. 3707-01494 Category-III situated at Nachupally Village of Pudur Mandal, Jagtial District.

### **CASE OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written submissions of respondent No.1, it is inter-alia, submitted that the CC bill of the appellant was revised due to wrong readings recorded in EBS from August 2018 to March 2021. The Service Connection of the appellant was inspected by the AE/LT & CT meters Jagtial along-with respondent No.1 on 23.02.2021 and 26.02.2021 and furnished check readings. Thereafter a calculation sheet was prepared for revision of wrong reading bill from August 2018 to March 2021 and an amount of Rs. 24,757.50 was withdrawn and same was effected in the consumer ledger in the month of March 2021. Further an amount of Rs 5,905/- for the period from August 2018 to March 2021 is to be credited to the consumer. Therefore it is prayed to close the complaint.

### **AWARD OF THE FORUM**

4. The learned Forum, after considering material on record and after hearing both sides, has closed the complaint filed by the appellant as resolved

by the respondents.

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.

#### **GROUND OF THE APPEAL**

6. In the grounds of the appeal, it is, inter-alia, submitted that the appellant produces 400 to 500 units per month from solar system out of them she uses 100-150 units and exports the remaining to the Licensee. Therefore it is prayed to pay the full amount of the export units to the appellant.

#### **WRITTEN SUBMISSION OF THE RESPONDENTS**

7. In the written submissions by respondent No.4 dt.06.08.2022 and 23.09.2022, it is, inter-alia, submitted that a cheque for an amount of Rs.9,430.56 pertaining to the appellant Service Connection No. 3707-14094 dt.07.09.2022 and for another Service Connection No. 22407-00693 an amount of Rs.39853.93 was issued on 07.09.2022. Therefore it is prayed to close the appeal.

8. Heard both sides.

#### **POINTS**

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for any further amount as claimed by her?

- 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**

10. Both the parties have appeared before this Authority on 24.09.2022. 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**

11. 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**

12. It is an admitted fact that the appellant has a meter for Service Connection No. 3707 01494 of Category-III. There is no dispute that the respondents have credited an amount of Rs. 39,853.93 and Rs. 9,430.56 to the account of the appellant during the pendency of the present appeal after revising the bills.

## CRUX OF THE MATTER

13. The appellant stressed on the billing of Solar Net Meter stating that she was not awarded correct net energy units by the respondents. The grievance was admitted by the respondents which was wrongly billed under Struck up status, later revised the bill as per the actual readings during the pendency in the learned Forum. It appears that initially the respondents have credited an amount of Rs.24,757.50 ps with credit JE No. 21 of 3/2021 and further an amount of Rs. 5,905.90 was also credited into the account of the appellant during the month June 2021. Notwithstanding the above relief given by the learned Forum the appellant sought further revision of the bill.

14. The respondent No.3 vide Lr.No.AAO / ERO / MLL / JAO / BILLING / SA / D.No.272/22 dt.03.08.2022 requested the DE/OP/Jagtial to arrange the payment of the following amounts based on the calculation sheets prepared:-

S.C.No.	Name of the consumer	Month	Import-Export (units)	To be paid to consumer
22407-00693	T. Kailasam	10/20 to 03/22	9541	Rs.39853.93
3707 01494	M/s. Latha Industry	04/22 to 06/22	2183	Rs. 9430.56

Subsequently the DE/OP/Jagtial issued cheques to the consumer as stated below:-

SC.No.	Amount in Rs.	Cheque No. and Date
3707-01494	9430.50	953600 dt. 07.09.2022
22407-00693	39835.93	953586 dt. 07.09.2022

Apart from the relief given in the learned Forum, during the course of hearing before this Authority the respondents awarded above given credit to the appellant. These factors only show that the calculation done by the respondents is on the correct lines and now there is no excess amount, as claimed by the appellant. In view of these factors, the appeal is liable to be closed. These points are accordingly decided

**POINT No. (iii)**

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

**RESULT**

16. 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 2nd day of November 2022.

Sd/-

**Vidyut Ombudsman**

1. Smt. Thodupunoori Latha, w/o. Sri Veeresham, H.No.2-84/1,  
Nachupally Village, Kodimial Mandal, Jagtial District, Ph: 9491563674.
2. The Assistant Engineer / Operation / Pudur - 9440811474.
3. The Assistant Divisional Engineer / Operation / Mallial - 9491061732.
4. The Assistant Accounts Officer / ERO / Mallial - 7901674690.
5. The Divisional Engineer / Operation / Jagtial - 9440811399.

**Copy to**

6. The Chairperson, Consumer Grievances Redressal Forum-II, TSNPDCL,  
Power House Compound, Varni Road, Nizamabad Mandal and District -  
503201.

APPEAL NO. 24 OF 2022