



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

THURSDAY THE SECOND DAY OF FEBRUARY
TWO THOUSAND AND TWENTY THREE

Appeal No. 28 of 2022-23

Between

Sri Sappidi Madhav Reddy, Morsugudem, Chityala, Nalgonda District.
Pincode- 508114. Cell: 9848907248.

.....Appellant

AND

1. The Assistant Engineer /Operation / Chityala / TSSPDCL / Nalgonda District.
2. The Assistant Divisional Engineer / Operation / Nalgonda Rural / TSSPDCL / Nalgonda District.
3. The Assistant Accounts Officer / ERO / Nalgonda / TSSPDCL / Nalgonda District.
4. The Divisional Engineer / Operation / Nalgonda / TSSPDCL / Nalgonda District.
5. The Superintending Engineer / Operation / Nalgonda Circle/ TSSPDCL/Nalgonda District.

..... Respondents

This appeal is coming on before me for final hearing on 12.01.2023 in the presence of Sri S.Sudarshan Reddy, authorised representative of the appellant and Sri Ch.V.V.Satyanarayana- ADE/OP/Nalgonda Rural, Sri B.Venkateswarlu- AAO/ERO/Nalgonda for 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 Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.35/2022-23, Nalgonda Circle dt.29.08.2022, allowing the complaint in part with specific directions to both parties.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the appellant has been paying the electricity bills regularly for his Service Connection No. 4111500170. In July 2020 a sum of Rs 45,000/- is shown as arrears. He consumes less quantum of electricity for his house. Therefore it is prayed to do justice.

WRITTEN SUBMISSIONS OF THE RESPONDENT BEFORE THE FORUM

3. In the letter dated 18.08.2020 sent by respondent No.1 to respondent No.3 it is mentioned that as per Electronic Billing System (EBS), the meter was changed in August 2016 and handed over to Meter Relay Testing (MRT). In November 2016 an amount of Rs 45,232/- was debited to the subject Service Connection.

4. In the written submission of respondent No.3, it is stated that, on receipt of a written complaint dated 01.08.2022, the bills were revised from November 2014 to November 2016 and effected the same to the subject

Service Connection for an amount of Rs 19,986/- on 16.08.2022.

AWARD OF THE FORUM

5. After considering the material on record and after hearing both sides, the learned Forum has allowed the complaint in part with specific directions to both the parties.

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that in spite of the appellant paying the bills regularly he received a huge sum of Rs 45,232/- as arrears. There is no fault on the part of the appellant. Therefore it is prayed to waive the demanded amount.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THIS AUTHORITY

7. In the written submissions of respondent No.3, it is stated that as per the Award of the learned forum a sum of Rs.19,986/- was withdrawn on the subject Service Connection.

8. In the written submissions of respondent No. 3, dated 05.01.2023 filed on 09.01.2023 before this authority, it is stated that a total amount of Rs 19,986+ Rs 26,216= Rs 46,202/- is withdrawn against the Service Connection of the appellant. It is further clarified that now the appellant is not required to pay anything.

9. Heard both sides.

POINTS

10. The points that arise for consideration are:-
- i) Whether the appeal is liable to be closed?
 - ii) To what relief?

POINT No. (i) and (ii)

ADMITTED FACTS

11. It is an admitted fact that the appellant is having domestic Service Connection No 41115000170 released by the respondents to his house at Morsugudem, Chityala. It is also an admitted fact that as per the letter in Dis.No. 1794/22 dated 05.01 2023 before this authority, respondent No.3 has submitted that now the entire demanded amount is withdrawn on the subject Service Connection.

SETTLEMENT BY MUTUAL AGREEMENT

12. 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. During the course of deliberations the respondents have withdrawn the demanded amount by calculating the bills correctly.

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.

CRUX OF THE MATTER

14. The respondents, after filing the present appeal, have withdrawn Rs 46,202/- (Rs 19986+26216). With this now the appellant need not pay anything and he has no grievance . Therefore I hold that the appeal is liable to be closed. This point is decided accordingly.

POINT No. (iii)

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

RESULT

16. In the result, in view of the withdrawal of the demanded amount on the appellant's Service Connection, the appeal is closed.

A copy of this Award is made available at <https://vidyutombudsman-tserc.gov.in>.

Typed to my dictation by Private Secretary, corrected and pronounced by me on this the 2nd day of February 2023.

Sd/-
Vidyut Ombudsman

1. Sri Sappidi Madhav Reddy, Morsugudem, Chityala, Pincode- 508114, Cell: 9848907248.
2. The Assistant Engineer /Operation / Chityala / TSSPDCL / Nalgonda Dist.
3. The Assistant Divisional Engineer / Operation / Nalgonda Rural / TSSPDCL / Nalgonda Dist.
4. The Assistant Accounts Officer / ERO / Nalgonda / TSSPDCL / Nalgonda Dist.
5. The Divisional Engineer / Operation / Nalgonda / TSSPDCL / Nalgonda Dist.
6. The Superintending Engineer / Operation / Nalgonda Circle/ TSSPDCL/Nalgonda Dist.

Copy to

7. The Chairperson, Consumer Grievances Redressal Forum -I(Rural) TSSPDCL- H.No:8-03-167/14, GTS Colony, Yousufguda, Hyderabad-500045.

