



**BEFORE THE VIDUYUT 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**  
**VIDUYUT OMBUDSMAN**

MONDAY THE THIRTIETH DAY OF JANUARY  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 29 of 2022-23**

Between

Sri T. Venkata Nagesh (Tenant), s/o. Naga Malliah, c/o. P. Lalitha Devi,  
H.No. 1-1-543/3, Gandhi Nagar, Hyderabad - 500 080. Cell: 9014735835.

.....Appellant

**AND**

1. The Assistant Engineer /Operation / Gandhi Nagar / TSSPDCL / Hyderabad.
2. The Assistant Divisional Engineer / Operation / Indira Park / TSSPDCL / Hyderabad.
3. The Assistant Accounts Officer / ERO / Indira Park / TSSPDCL / Hyderabad.
4. The Divisional Engineer / Operation / Saifabad / TSSPDCL / Hyderabad.
5. The Superintending Engineer / Operation / Hyderabad Central Circle /TSSPDCL/Hyderabad.

..... Respondents

This appeal is coming on before me for final hearing on 28.12.2022 in the presence of Sri T. Venkata Nagesh - Appellant in person and Sri Syed Maqsood Ahmed - ADE/OP/Indira Park, Sri D. Sudhama - AAE/OP/Gandhinagar and Sri V. Ramakrishna - AAO/ERO/Indira Park for the respondents and having stood over for consideration till this day, this Viduyut Ombudsman passed the following:-

## **AWARD**

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - Greater Hyderabad Area (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.68/2022-23, Hyderabad Central Circle dt.29.06.2022, rejecting the complaint.

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

2. The case of the appellant is that he has been running a women hostel premises bearing H.No.1-1-543/3, Gandhi Nagar, Hyderabad where there is Service Connection No F4050854. He has received excess electricity bills for the period from August 2021 to December 2021 under 'door lock status'. Hence it was prayed to direct the respondents to revise the said excess bill.

### **REPLY OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written submission of respondent No.1, It is stated that on the complaint of the appellant the subject Service Connection was inspected and found it to be normal. On 24.1.2022 the service was tested in LT-Lab and found it to be normal. The service was under 'door lock' during the relevant period and as such the accumulated units were billed in January 2022.

4. In the written submission of respondent No.2, it is stated that in the month of January 2022 the bill was issued for 4742 units minus 820 units which comes to 3922 units for Rs 39,175/-. The bill was issued for the electricity consumed by the appellant.

5. In the written submission filed by respondent No. 3 also it is stated that on testing of the subject meter there was no defect in the meter.

### **AWARD OF THE FORUM**

6. After considering the material on record and after hearing both sides, the learned Forum has rejected the complaint.

7. 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. It is also submitted that the house of the appellant where the subject meter was installed was under door lock as such there is no scope for using the electricity but an abnormal bill was issued for the period from August 2021 to December 2021.

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

8. In the written submission of the respondents No. 1 and 2 they have reiterated the submissions made by the respondents before the learned Forum.

9. Heard both sides.

### **POINTS**

10. The points that arise for consideration are:-

- i) Whether the notice demanding the bill for Rs 39,175/- from the appellant on the Subject Service Connection is liable to be withdrawn?
- 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)**

**ADMITTED FACTS**

11. It is an admitted fact that the respondents have released Service Connection No. F4050854 in respect of the premises where the appellant is residing as a tenant. It is also an admitted fact that the bill for Rs 39,175/- is for the period from August 2021 to December 2021.

**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. 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**

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 present appeal is towards the abnormal bill received by the appellant Sri T. Venkata Nagesh who is the tenant of the premises having Service Connection No. F4050854 in the name of Smt. P. Lalitha Devi,

H.No.1-1-543/3, Gandhi Nagar, Hyderabad. The billing history shows that consecutively from the month of September 2021 to December 2021, the subject Service Connection was billed under “Door lock” “05” status, which means the subject premises is under door lock for the above said period. The appellant pleads that there was no consumption during such period. But, subsequent to the door lock period during the month of January 2022, the appellant received an abnormal bill of Rs.39,175/- for the consumption of 3922 units. Compared with the previous and subsequent to the January 2022 bill, the appellant claims that the consumption is abnormal. Hence, the appellant filed the present appeal for withdrawal of the exorbitant bill.

15. Adverting to the appellant’s complaint the respondents preferred to verify the efficacy of the energy meter and meter was tested in the Meter Relay Test (MRT) lab on 24.01.2022 and the results were normal in working and the errors are within the permissible limits. The testing results showing previous (6) months maximum demands with date and time along with the reading of the energy meter is shown below:-

<b>KWH</b>	<b>MD ON KWH</b>	<b>DATE</b>	<b>TIME</b>
10432	4.84	02.12.2021	7:30
9865	5.64	16.11.2021	19:30
9211	4.60	31.10.2021	20:30
8681	4.54	07.09.2021	20:00
7097	2.86	15.08.2021	17:00
5773	4.70	18.07.2021	9:00

16. Since the meter was tested and found “ok” and the past (6) months consumption record retrieved from the meter does not show any abnormality, the defect in the meter is ruled out. The record shows that during the period of Door lock i.e. September to December 2021, the Maximum Demand (MD) recorded in the meter was in between 4 to 5 KVA which projects that electricity was consumed even when the premises is under Door lock.

17. Under the circumstances stated, there is no provision to withdraw the January 2022 month bill, but in view of getting the huge bill at one instance the appellant is liable to pay the balance amount by way of instalments as per the Clause 9 of Regulation 7 of 2013. Accordingly, I hold that the notice demanding the bill for Rs 39,175/- from the appellant on the Subject Service Connection is not liable to be withdrawn and the Award of the learned Forum is not liable to be set-aside. These points are accordingly decided against the appellant and in favour of the respondents.

**POINT No. (iii)**

18. In view of the findings on point No. (i) and (ii), the appeal is liable to be rejected.

**RESULT**

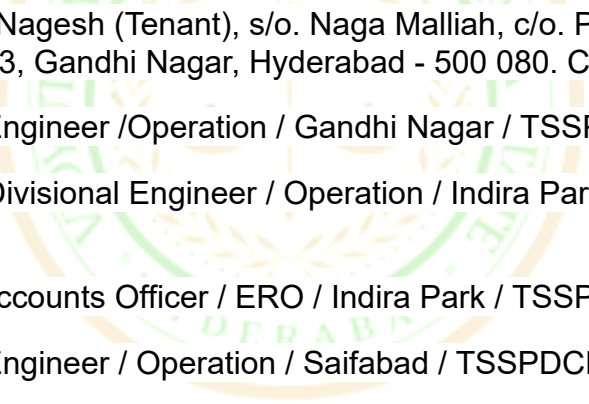
19. In the result, the appeal is rejected. But in view of the hardship faced by the appellant over demanded amount at once in lump sum, the appellant is granted (12) Nos. equal monthly instalments from the month of March 2023,

failure to pay any single instalment would make the entire balance due recoverable in a lump sum.

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 30th day of January 2023.

Sd/-  
**Vidyut Ombudsman**

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1. Sri T. Venkata Nagesh (Tenant), s/o. Naga Malliah, c/o. P. Lalitha Devi, H.No. 1-1-543/3, Gandhi Nagar, Hyderabad - 500 080. Cell: 9014735835.
  2. The Assistant Engineer /Operation / Gandhi Nagar / TSSPDCL / Hyderabad.
  3. The Assistant Divisional Engineer / Operation / Indira Park / TSSPDCL / Hyderabad.
  4. The Assistant Accounts Officer / ERO / Indira Park / TSSPDCL / Hyderabad.
  5. The Divisional Engineer / Operation / Saifabad / TSSPDCL / Hyderabad.
  6. The Superintending Engineer / Operation / Hyderabad Central Circle / TSSPDCL / Hyderabad.

**Copy to**

7. The Chairperson, Consumer Grievances Redressal Forum of TSSPDCL- 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.