



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**

TUESDAY THE TWENTY SIXTH DAY OF SEPTEMBER
TWO THOUSAND AND TWENTY THREE

Appeal No. 32 of 2023-24

Between

Mr. MD. Babumiya, H.No.6-4-489/2, Krishna Nagar Colony, Bhoiguda,
Secunderabad - 500 080, Cell: 9959755984.

.....Appellant

AND

1. The Assistant Engineer/Operation/Padma Rao Nagar/TSSPDCL/Hyderabad.
2. The Assistant Divisional Engineer/Operation/Padma Rao Nagar/TSSPDCL/
Hyderabad.
3. The Assistant Accounts Officer/ERO/Sitaphalmandi/TSSPDCL/Hyderabad.
4. The Divisional Engineer/Operation/Paradise/TSSPDCL/Hyderabad.
5. The Superintending Engineer/Operation / Secunderabad Circle / TSSPDCL /
Hyderabad.

..... Respondents

This appeal is coming on before me for final hearing on 25.09.2023 in the presence of the appellant virtually and Sri E. Suresh Bandi - AE/OP/Padma Rao Nagar, Sri K. Mahesh Kumar - ADE/OP/Padma Rao Nagar and Smt. K. Vasantha Mary - AAO/ERO/Sitaphalmandi for the respondents, virtually 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), Hyderabad (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No 73/2023-24, dated 02.08.2023 Hyderabad South Circle, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the appellant was getting electricity bill of around Rs. 500/- per month to the Service Connection No. PZ017182 at his house at Secunderabad. But all of a sudden in April 2023 he received the electricity bill of Rs. 20,924/- (Rupees twenty thousand nine hundred and twenty four only) though he has been using a limited number of appliances in his house. Therefore he requested the learned Forum to direct the respondents to rectify the said excess bill.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply submitted by respondent No.1, it is submitted that the bill in question was issued under status '01", IR scanning method for 2224 units for the month of May 2023 . Since the meter was burnt it was replaced with a new one. The earlier meter was tested in the laboratory and

the report was that the said meter was healthy. Earlier there was a wiring problem in the house of the appellant and after rectification of the said defect the bill is coming normal.

4. In the written reply submitted by respondent No.3 also he mentioned similar averments as mentioned in the written reply of respondent No.1.

AWARD OF THE FORUM

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

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the appellant has been residing in a single room where there is only one fan, one light, one television, one refrigerator and also a motor for the borewell. After changing the new meter now the bill is coming normal. He is a labourer and is unable to pay the excess bill. Accordingly it is prayed to do justice.

WRITTEN SUBMISSION OF THE RESPONDENTS

7. In the written reply filed by respondent No.2, before this Authority it is submitted that there was some wiring problem existing at the motor of the borewell of the appellant and after its rectification, now the normal bill is coming to the Service Connection of the appellant.

8. In the written reply filed by respondent No.3 also similar averments like respondent No.2 were made.

ARGUMENTS

9. Heard both sides.

POINTS

10. The points that arise for consideration are:-

- i) Whether the appellant is entitled for revision of the excess bill in question as prayed for?
- ii) Whether the impugned Award passed by 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. PZ017182 to the appellant. It is also an admitted fact that after the change of new meter, the appellant is receiving correct bills at present.

SETTLEMENT BY MUTUAL AGREEMENT

12. Both the parties have appeared before this Authority on different dates, physically and virtually. 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. The present appeal was filed on 16.09.2023. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. According to the appellant he received an excess bill of Rs. 20,924/- in the month of May 2023 (pertaining to April 2023) though he was using a limited number of appliances in his house. It appears that on such a complaint, respondent No.1 inspected the premises of the appellant on 15.05.2023 and found that a portion of the meter was burnt out, but it was functioning. However it appears that the meter was replaced with a new one. Further on the request of the appellant, the meter was tested in the MRT laboratory on 09.05.2023 and they certified that the said meter was functioning normally.

15. The respondents have submitted that, in fact, the meter was burnt due to earthing problem as the motor phase was touching the earth. During the course of hearing virtually, the appellant has shown the wiring especially at

the place where the meter was installed. The appellant has stated that earlier the wiring was not completely perfect but he rectified the same with his electrician and even according to the respondents, after such rectification now the bill is coming normal. These factors only indicate that there was an earthing problem in the house where the appellant is residing and the earthing problem was at the motor existing in the house of the appellant and that was got rectified with the electrician of the appellant. Thus, since the earthing problem the respondents have not revised the bill in question. Considering all these factors, the learned Forum has properly analysed the facts and came to the correct conclusion. Accordingly, I hold that the appellant is not entitled for revision of the excess bill in question as prayed for 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)

16. In view of the findings on point Nos. (i) to (iii), the appeal is liable to be rejected.

RESULT

17. In the result, the appeal is rejected, confirming the Award passed by the learned Forum, however the appellant is granted (12) monthly equal instalments to pay the amount demanded by the respondents. The first instalment shall be paid in October 2023 along with the regular bill. The

remaining monthly instalments shall be paid every month thereafter. The respondents are not entitled for any surcharge etc.,

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 the 26th day of September 2023.

**Sd/-
Vidyut Ombudsman**

1. Mr. MD. Babumiya, H.No.6-4-489/2, Krishna Nagar Colony, Bhoiguda, Secunderabad - 500 080 Cell: 9959755984.
2. The Assistant Engineer/Operation/Padma Rao Nagar/TSSPDCL/Hyderabad.
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4. The Assistant Accounts Officer/ERO/Sitaphalmandi/TSSPDCL/Hyderabad.
5. The Divisional Engineer/Operation/Paradise/TSSPDCL/Hyderabad.
6. The Superintending Engineer/OP/SecunderabadCircle/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.