



**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**

TUESDAY THE THIRTY FIRST DAY OF OCTOBER  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 33 of 2023-24**

Between

Smt. Dandanayakula Malathi, w/o D. Prakash Rao, [H.No-13-1-24](#), Babu Camp,  
Bellampally-504 251, Ph No. 9985014618.

**.....Appellant**

**AND**

1. The Assistant Engineer / Operation / T3/ Mancherial.
2. The Assistant Divisional Engineer / Operation / T/ Mancherial.
3. The Assistant Accounts Officer / ERO / Mancherial.
4. The Divisional Engineer / Operation / Mancherial.

**..... Respondents**

This appeal is coming on before me for final hearing today in the presence of Sri D. Prakash Rao - representative of the appellant virtually and Sri K. Narsaiah - AAE/OP/T3/Mancherial, Sri R. Swamy - ADE/OP/Mancherial, Sri S. Ramesh - AAO/ERO/Mancherial and Sri M.M.Khaisar - DE/OP/Mancherial virtually 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, Nizamabad (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short

'TSNPDCL') in C.G.No.607/2022-23/Mancherial Circle dt.16.08.2023, rejecting the complaint.

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

2. The case of the appellant is that she is the consumer of Service Connection No. 63118 12563, Category-I of Mancherial Town. The appellant received an abnormal electricity bill from the respondents for the period from April 2022 to September 2022. It was accordingly prayed to revise the said bill.

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

3. In the written reply submitted by respondent No. 2, it is, inter-alia, submitted that the service of the appellant was inspected by AAE/OP/MNCL-T3 on 26.09.2022. The meter was tested on 28.09.2022 and the meter was found in healthy condition.

4. In the written reply submitted by respondent No.3 and 4 also it is stated that the service was billed with IRDA scanning from April 2022 to September 2022. The meter was found healthy.

5. In the additional written reply filed by respondent No.4, it is stated that the tenant of the appellant used to prepare sweets and eatables by using heavy mixer and grinder etc.,

## **AWARD OF THE FORUM**

6. After considering the material on record and after hearing, the learned Forum has disposed of the complaint rejecting the prayer.

7. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the appellant is the owner of the small house consisting of three rooms. It was given on rent to a tenant. According to her, the tenant did not make any sweets and eatables in the rented premises. The tenant did not use large number of electrical appliances. It is accordingly prayed to do justice to withdraw the amount of Rs.14,424/-.

## **WRITTEN SUBMISSION OF THE RESPONDENTS**

8. In the written reply filed by respondent No.4 before this Authority, it is, inter-alia, submitted that the subject Service was billed from April 2022 to September 2022 with IRDA port scanning. The consumption of the electricity in the subject premises was very high. On testing the meter was found healthy. The appellant paid Rs.14,423.23 on 19.05.2023.

9. Heard both sides virtually.

## **POINTS**

10. The points that arise for consideration are:-
- i) Whether the appellant is entitled for refund of Rs.14,424/- as prayed for?
  - ii) Whether the Award of the learned Forum is liable to be set aside? and
  - iii) To what relief?

## **POINT Nos. (i) & (ii)**

### **ADMITTED FACTS**

11. It is an admitted fact that the appellant gave her premises to a tenant at the relevant time and now the tenant vacated the same. It is also an admitted fact that the appellant paid the amount of the bill demanded by the respondents.

### **SETTLEMENT BY MUTUAL AGREEMENT**

12. In the present appeal, since the amount involved is only Rs.14,423/-, this Authority thought it fit to adjudicate the appeal virtually. Accordingly both sides have submitted their arguments virtually only.

13. Both the parties have appeared before this Authority on different dates 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**

14. The present appeal was filed on 20.09.2023. This appeal is being disposed of within the period of (60) days as required.

### **CRUX OF THE MATTER**

15. The main grievance of the appellant is that the respondents have issued an exorbitant bill for the subject Service Connection in respect of the period from April 2022 to September 2022. The respondents contended that earlier the tenant in the subject premises was using electric appliances for preparing sweets etc., Respondent No.4 has submitted his written reply before this Authority and he also gave connected load details of the subject meter at SI.No.10, it is mentioned that there were 20 Television sets in the premises. But subsequently it was clarified that it was a type mistake.

16. When the appellant made the complaint, the subject meter was tested and the Assistant Engineer/LT Meters/Mancheiral issued a report stating that the meter was found healthy.

17. During the pendency of the present appeal, in order to investigate in depth this Authority directed that the subject meter be tested with its manufacturing company. Accordingly, the meter was tested and a report was issued. The report is as under:-



**Himachal Energy Pvt. Ltd.**

Registered Office and Works  
Village Shavela, P.O. - Jabli, Tehsil - Kasauli,  
Distt - Solan Himachal Pradesh - (173209)  
Contact details : +91-1792-277690-91, +91-1792-277007  
Fax : +91-1792-277669, Email : himachal@hplindia.com

Assistant Engineer,  
LT Meters,  
Mancherial, Telangana

HPL/TSNPDCI - Mancherial/Oct/2023  
October 28, 2023

Sub: Analysis Report for HPL Meter No.: 16471876 (5-30A) (M/Yr-01/2018)  
Ref: Lr. No. AE/LT Meters/MRT/MNCL/D.No.59/23.Dt.11/05/2023

Dear Sir,

We acknowledge the receipt of HEPL meter bearing Sr. No. - 16471876 (5-30A) (M/Yr-01/2018) for detailed analysis.

At the outset, kindly note that we have analyzed the meter in details.

1. Tamper seals found intact on the meter.
2. Meter was received in Meter terminal block in burnt condition. Picture attached for your kind reference.



3. Meter accuracy was found within in limits as per IS 13779.
4. Meter recorded energy as per load.
5. Meter found in healthy condition in reference to accuracy & load consumption.

Thanking you,

For Himachal Energy Pvt. Ltd.

AUTHORISED SIGNATORY

Corporate Office : 1/21, Arma Ram Mansion, Asaf Ali Road, New Delhi-110 002  
Tel. : +91-11-23234411, 23236811, 23234811 • Fax : +91-11-23232639  
E-mail : hpl@hplindia.com • Website : www.hplindia.com



The above said report makes it quite clear that the subject meter terminal block was burnt and its accuracy was found within limits. Finally the report says that the meter was found in healthy condition in reference to accuracy and load consumption. Thus both the test reports show that the subject meter was healthy.

18. The claim of the respondents is that the subject meter reading was done with IRDA scanning. There is sufficient force in the submission of respondents that the meter reading was done with IRDA scanning and there is no human intervention in recording the said reading. These factors only indicate that the electricity bill was issued only for the energy consumed by the occupier of the premises. Therefore, I hold that the appellant is not entitled for refund of Rs.14,424/- as prayed for and the Award of the learned Forum is not liable to be set aside. These points are accordingly decided in favour of the respondents and against the appellant.

**POINT No. (iii)**

19. In view of the finding on point Nos. (i) and (ii) the appeal is liable to be rejected.

## RESULT

20. 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 Office Executive cum Computer Operator, corrected and pronounced by me on the 31st day of October 2023.

**Sd/-  
Vidyut Ombudsman**

1. Smt. Dandanayakula Malathi, w/o D. Prakash Rao, [H.No-13-1-24](#), Babu Camp, Bellampally-504 251, Ph No. 9985014618.
  2. The Assistant Engineer / Operation / T3/ Mancherial.
  3. The Assistant Divisional Engineer / Operation / T/ Mancherial.
  4. The Assistant Accounts Officer / ERO / Mancherial.
  5. The Divisional Engineer / Operation / Mancherial.
- Copy to**
6. The Chairperson, Consumer Grievances Redressal Forum of TSNPDCL- Power House Compound, Heritage Building, Varni Road, Nizamabad - 503201