



VIDYUT OMBUDSMAN FOR THE STATE OF TELANGANA
First Floor 33/11 kV substation, Hyderabad Boats Club Lane
Lumbini Park, Hyderabad - 500 063

:: Present:: R. DAMODAR

Saturday the Twenty Fifth Day of November 2017

Appeal No. 35 of 2017

Preferred against Order Dt.31.08.2017 of CGRF in

C.G.No.170/2017-18/Vikarabad Circle

Between

M/s. Saleem Stone Industry, Proprietor, Sri. Saleem Khan, Kokat Road,
Old Tandur, Vikarabad District. Cell No. 9948782312.

... Appellant

AND

1. The AE/OP/Town/Tandur/TSSPDCL/Vikarabad Dist.
2. The ADE/OP/Tandur/TSSPDCL/Vikarabad Dist.
3. The AAO/ERO/Tandur/TSSPDCL/Vikarabad District.
4. The DE/OP/Tandur/TSSPDCL/Vikarabad Dist.
5. The SE/OP/Vikarabad/TSSPDCL/Vikarabad Dist.

... Respondents

The above appeal filed on 04.10.2017, coming up for final hearing before the Vidyut Ombudsman, Telangana State on 22.11.2017 at Hyderabad. Appellant was absent and Sri. A.V.K.Kalyan - AAO/ERO/Tandur was present for the Respondents and having considered the record and submissions of both the parties, the Vidyut Ombudsman passed the following;

AWARD

The Appellant is a consumer of SC No. 2231000878. The DISCOM issued a short billing notice for Rs 34,427/- against which the Appellant paid 50% of the assessment amount Rs 17,214/-. The 5th Respondent/SE/O/RR Circle passed a Final Assessment Order in the matter waiving the short billing amount of Rs 34,427/- while disallowing the excess 712 units by orders dt.24.05.2017. The Appellant sought removal of the short billing amount and refund of Rs 17,214/- being the 50% of the assessed amount paid and for adjustment of the excess amount for 712 units by adjustment in the future bills and lodged a complaint with CGRF to that effect.

2. The Respondent No.3/AAO/ERO Tandur through his latter dt. 19.08.2017 referred about the final assessment orders dt.24.05.2017 issued by the 5th Respondent/SE/O/Vikarabad holding that the consumer need not pay the short billing amount levied for the period from September,2013 to 18.1.2014. The Respondent No.5 directed adjustment of the 50% of the assessment amount paid by the Appellant in the bills issued in September,2017.

3. During the hearing, the 2nd Respondent ADE/O/Tandur stated that after re-inspection, the SE/O/RR South circle passed, the Final Assessment Order (FAO) for '0' amount. It is seen that under the circumstances, the CGRF directed adjustment of 50% of the assessed amount paid by the Appellant in the bill amount of September,2017 and filing of the compliance report through the impugned orders.

4. The Appellant, aggrieved by the inaction of the Respondents, preferred an Appeal alleging that out of the assessed amount of Rs 34,427/-, he paid Rs 17,214/- on 19.10.2016 as per the Provisional Assessment Order and preferred an appeal to the SE/O/RR South Circle successfully and obtained an order holding that the Appellant need not pay the short billing amount. He sought adjustment of the excess 712 units in the future bills.

5. The AAO/ERO/Tandur/R3 submitted a reply dt.18.11.2017 stating that an amount of Rs 17,214/- was credited to the Appellant's account in August,2017 and the excess 712 units would be adjusted in the month of November,2017 CC bill.

6. In view of the adjustment of the amount and also giving an undertaking to credit 712 units in the CC bill of November 2017, the matter in Appeal is held as settled by way of mediation and disposed of accordingly.

7. The licensee shall comply with and implement this order within 15 days for the date of receipt of this order under clause 3.38 of the Regulation 3 of 2015 of TSERC.

TYPED BY Clerk Computer Operator, Corrected, Signed and Pronounced by me on this the 25th day of November, 2017.

Sd/-
Vidyut Ombudsman

1. M/s. Saleem Stone Industry, Proprietor, Sri. Saleem Khan, Kokat Road, Old Tandur, Vikarabad District. Cell No. 9948782312.
2. The AE/OP/Town/Tandur/TSSPDCL/Vikarabad Dist.
3. The ADE/OP/Tandur/TSSPDCL/Vikarabad Dist.
4. The AAO/ERO/Tandur/TSSPDCL/Vikarabad District.
5. The DE/OP/Tandur/TSSPDCL/Vikarabad Dist.
6. The SE/OP/Vikarabad/TSSPDCL/Vikarabad Dist.

Copy to :

7. The Chairperson, Consumer Grievance Redressal Forum, Greater Hyderabad Area, TSSPDCL, Vengal Rao Nagar, Erragadda, Hyderabad - 500 045.
8. The Secretary, TSERC, 5th Floor Singareni Bhavan, Red Hills, Lakdikapool,Hyd.