



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**

MONDAY THE SIXTH DAY OF MARCH
TWO THOUSAND AND TWENTY THREE

Appeal No. 41 of 2022-23

Between

Sri Sunil Kumar Kedia, s/o. Santosh Kumar Kedia, H.No.D-8, Chandulal Baradari, Industrial Estate, Hyderabad - 500 064. Cell: 9603990512.

.....Appellant

AND

1. The Assistant Engineer/Operation/Chandulal Baradari/TSSPDCL/Hyderabad.
2. The Assistant Divisional Engineer/Operation/Miralam/TSSPDCL/Hyderabad.
3. The Assistant Accounts Officer/ERO/Salarjung/TSSPDCL/Hyderabad.
4. The Divisional Engineer/Operation/Charminar/TSSPDCL/Hyderabad.
5. The Superintending Engineer/Operation/Hyd. South Circle / TSSPDCL /Hyderabad.

..... Respondents

This appeal is coming on before me for final hearing on 15.02.2023 in the presence of Sri Sunil Kumar Kedia - appellant in person and Sri D. Venkatesh - ADE/OP/Miralam, Sri M.Ramana Murthy - AAO/ERO/Salarjung 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 (in short 'the Forum') of Telangana

State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No. 247/2022-23 of Hyderabad South Circle dt 09.12.2022, closing of the complaint on the ground that the grievance of the appellant was redressed by the respondents.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the Service Connection No. M3021034 was released in favour of Shakunthala Kedia at Chandulal Baradari Hyderabad. She is the mother of the appellant. The consumer received an exorbitant bill amount of Rs 26,165/- vide electricity bill dated 13.08.2022. The consumption of units for the month of August 2022 was wrongly shown as 2705 units. Accordingly it was prayed to regularise the account.

REPLY OF THE RESPONDENT BEFORE THE FORUM

3. In the written reply submitted by respondent No 2 it is stated that the subject Service Connection meter reading was suppressed. The meter was tested at the Meter Reading Test (MRT) Lab and it was normal. A letter was addressed to respondent No.3 on 23.11.2022 for revision of the bill of subject Service Connection as its load was below 1KW.

4. In the written reply submitted by respondent No. 3 it is stated that the subject Service Connection was released on 10.01.2010 in Category-I. The meter was changed. In the old meter the reading was 29,356 KWH. The bill was revised and the an amount of Rs 4,818/- was withdrawn and the same was credited to the account of the consumer on 26.11.2022.

AWARD OF THE FORUM

5 After hearing both sides and after considering the material on record, the learned Forum has closed of the complaint as stated above.

6. Aggrieved by the Award passed by the Forum, the present appeal is preferred, contending among other things, that the Forum has not considered the material placed before it properly.

WRITTEN SUBMISSION OF THE RESPONDENTS

7. In the written submission of the respondent No 3, it is stated that the closing reading for the month of August 2020 of the subject Service Connection was 23690 KWH and its final reading as per MRT was 29357 KWH. The units were divided into (24) months and the average monthly units is 236 units. The said calculation is correct. It is prayed to pass appropriate orders.

8. Heard both sides.

POINTS

9. The points that arise for consideration are:-

- i) Whether the consumer is entitled for further revision of the bill of the subject Service Connection?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- ii) To what relief?

POINT No. (i) and (ii)

ADMITTED FACTS

10. It is an admitted fact that the respondents have released subject Service Connection on 10.01.2010 in favour of the consumer in Category-I. The amount of Rs 4,818/- was withdrawn from the bill of the consumer during the pendency of the complaint before the Forum.

SETTLEMENT BY MUTUAL AGREEMENT

11. 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

12. This appeal was filed on 25.1.2023. This appeal is being disposed of within the prescribed period of 60 days as required, as such there is no delay.

CRUX OF THE MATTER

13. The appellant Sri Sunil Kumar Kedia filed the present appeal on behalf of his mother Smt. Shakuntala Bai in respect electricity domestic Service Connection No. M3021034, at Door No. D-8, Chandulal Baradari, Industrial Estate, Hyderabad. The appellant initially raised a complaint consequent to receiving bill dt.13.08.2022 for an amount of Rs.26,165/-, which

is quite abnormal compared to the previous months consumption bills. Subsequently he preferred to challenge test of the meter by registering complaint No. CC904223123079 dt.16.08.2022. The meter was tested on 18.08.2022 in the MRT lab and the working condition of the meter was found normal, but in view of not working of push button the meter was recommended to be changed with new energy meter. The final reading recorded was 29357 KWH in old meter i.e. difference of 2707 KWH units was recorded in the single month compared with July 2022 closing reading. Since the meter functioning was under healthy condition the ADE/OP/Miralam recommended apportioning the total units for (2) years suspecting that the meter readings were suppressed. The following is the revised bill:-

August - 2020 closing reading	23690 KWH
Final reading as per MRT	29357 KWH
Difference units (This units are divided into 24 months as per recommendation) Per month 236 units	5667 KWH

The above calculations resulted in withdrawal of Rs.4,818/- and credited to the account of the appellant vide credit JE Rs. 4,818/-. Accordingly the learned Forum disposed of the complaint stating that there is no further relief that can be given to the appellant. Notwithstanding the above, the appellant preferred

the present appeal stating that total consumed units for (30) months was 3920 units from February 2020 to July 2022 and in the month of August only the

consumed units were shown as 2705 units which is not admissible. During the meter testing in the lab, it was found that the push button was not working then the question is as to how the units were derived, when especially the past data was not available during previous (6) months. According to him the units could have jumped in the period irregularly. The appellant relied on the comparison of the monthly units between the old meter and the new meter which were 130 units and 168 units per month respectively. Hence the appeal requested to waive off the excess billing of Rs. 26,165/-.

14. The billing is governed by consumption recorded in the energy meter and it is the reference through which the consumption is recorded. It is beyond doubt that abnormal consumption was recorded for the month of August 2022 for 2707 KWH units. There shall be two possibilities of such irregularity one is defective meter and the other is improper recording of energy meter. The energy meter being a Non-IR meter, supposedly manual readings have been taken by the meter reader. And in regard to the question of working condition of the disputed energy meter the record shows that the meter was tested on 16.08.2022 before the consumer's representative Sri Ram Singh. The performance of the meter was tested by applying the load,

the error was + 0.24 % which is within the permissible limits. The feature of the push button in the energy meter envisages checking the various parameters recorded in the meter such as KWH reading, currents, voltages, power factors and maximum demand etc. The non-working of the push button will only restrict the meter reader to check the various parameters and does not affect the recording of consumption in the energy meter. Hence, there is no strength in the argument of the appellant that in view of non-working of push button consumption units cannot be derived. The only suspicion remains is non-recording of the energy meter precisely or accurately, for which the benefit of Rs.4,818/- was already given. Hence, there is no further provision to withdraw the amount of Rs.26,165/- when the consumption is recorded in the energy meter. Accordingly, I hold that the consumer is not entitled for further revision of the bill of the subject Service Connection and the Award passed by the Forum is not liable to be set aside. These points are decided accordingly against the appellant and in favour of the respondents.

POINT No. (iii)

15. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be rejected.

RESULT

16. In the result, the appeal is rejected, without costs, confirming the Award passed by the Forum. However, in view of the hardship faced by the consumer is entitled for payment of the demanded amount in (10) equal

monthly instalments, starting from the month of April 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 the Private Secretary, corrected and pronounced by me on this the 6th day of March 2023.

Sd/-
Vidyut Ombudsman

1. Sri Sunil Kumar Kedia, s/o. Santosh Kumar Kedia, H.No.D-8, Chandulal Baradari, Industrial Estate, Hyderabad - 500 064. Cell: 9603990512.
2. The Assistant Engineer/Operation/Chandulal Baradari/TSSPDCL/Hyderabad.
3. The Assistant Divisional Engineer/Operation/Miralam/TSSPDCL/Hyderabad.
4. The Assistant Accounts Officer/ERO/Salarjung/TSSPDCL/Hyderabad.
5. The Divisional Engineer/Operation/Charminar/TSSPDCL/Hyderabad.
6. The Superintending Engineer/Operation/Hyd. South 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.