



**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**

SATURDAY THE SIXTEENTH DAY OF DECEMBER  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 44 of 2023-24**

Between

Sri Vempati Kiran Kumar, s/o. Vempati Laxmi Kantha Rao, H.No.3, Market  
road, opp: Venkateswara Swamy Temple, Suryapet - 508213. Cell:  
9290848302, 9885006242.

**.....Appellant**

**AND**

1. The Assistant Engineer/OP/Suryapet Town-II/TSSPDCL/Suryapet District.
2. The Assistant Divisional Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
3. The Assistant Accounts Officer/ERO/Suryapet/TSSPDCL/Suryapet District.
4. The Divisional Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
5. The Superintending Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
6. The Chief General Manager/O&M/TSSPDCL/Mint Compound/Hyderabad.
7. The Chief General Manager/Commercial/TSSPDCL/Mint Compound/  
Hyderabad.

**..... Respondents**

This appeal is coming on before me for final hearing on 13.12.2023 in the presence of Sri Vempati Kiran Kumar- appellant, virtually and Sri V.Yashwanth-AE/OP/Suryapet Town, Sri L.Srinivas Rao - ADE/OP/Suryapet,, and Sri V.Lingaiah - AAO/ERO/Suryapet for the respondents virtually and having stood over for consideration, this Vidhyut Ombudsman passed the following:-

**AWARD**

**INTRODUCTION**

“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing a favour by giving us an opportunity to do so.”

-Mahatma Gandhi

The above said quote equally applies to all the electricity consumers. With this background it is necessary to go into the facts of the present appeal.

These appeals are preferred aggrieved by the common Award in C.G.Nos.180, 200 and 201/2023-24/Suryapet Circle dated 16.10.2023 passed by the Consumer Grievances Redressal Forum - I (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL'), disposing of the complaints by directing the respondents to expedite development of software and put in place for better improved services to the consumers etc., Since three complaints were disposed of by a common Award, a single appeal is registered by this Authority.

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

#### **C.G.No.180/2023-24**

2. The case of the appellant before the learned Forum is that there were more than (23) number of interruptions in the power supply of the appellant at his house at Suryapet prior to 25.04.2023. That complaint was not solved. More-over when the appellant complained about the outage of electricity the respondents have slapped with Development Charges of Rs.3,232/- as retaliation on 25.04.2023. Hence it was prayed to award compensation of Rs.1,00,000/- and enquiry against respondent No.1 and 3.

3. In the written reply filed by respondent No.1, it is submitted that the service of the appellant with USC No. 105822783 fed from 11kV Old Market feeder, emanating from 33/11 kV Market Yard Substation of Suryapet Town - 2 section. 33/11 kV Market Yard Substation is fed from 33kV Kethepally feeder emanating from 132/33 kV Shanthi nagar SS. On 10.07.2023 at about 8.35 PM, due to LV Bus Bar failure at the Shanthi nagar SS, there were interruptions at all the 33/11 Kv Substations and the power was restored at 10.30 PM.

4. In the written replies submitted by respondent No.2, 4 and 5 also similar pleas were taken.

**C.G.No.200/2023-24**

5. The case of the appellant before the Forum is that there were no arrears of his USC No.105822783 till 31.05.2023. But the bill for July 2023 was showing Rs.48/- as arrears. Though the appellant lodged a complaint in that regard to the respondents on 05.07.2023 vide CC 614233684153 there was no response from the respondents even after expiry of two months and the case status is shown as pending in 'ERO Login'. This shows the negligence on the part of the respondents. Till filing of the complaint the grievance of the appellant was unattended for more than (56) days. Hence it was prayed to grant compensation @ Rs.100/- for each day, which comes to Rs.5,600/-.

6. In the written reply submitted by respondent Nos.2 to 5, separately it is stated that Development Charges case was booked in respect of Service

Connection No.4140108978 of the appellant for enhancement of the contracted load from 0.600 KW to 3.000 KW on 28.04.2023. The amount was paid on 22.06.2023. An amount of Rs.48/- was automatically raised in the bill of July 2023 as fixed charges as per procedure, Rs.10/- per KW.

#### **C.G.No.201/2023-24**

7. The case of the appellant before the Forum is that he raised three complaints vide CC614233602824, CC614233602839 and CC614233603126 on 22.05.2023 in respect of USC No. 105830759 for compensation for the delay in replacing his stuck up meter in March 2020. In spite of the expiry of three months period there was no progress in this regard and the status was shown 'as pending at ERO Login/Pending at AE/SAS login'. This also shows negligence on the part of the respondents. These complaints were kept unattended for more than (100) days. Therefore he prayed to award compensation @ 200/- per day totalling Rs.20,000/-.

8. In the written reply submitted by respondent No.2 to 5 separately, it is, inter alia, submitted that due to declaration of lockdown for outbreak of Covid-19 from 19.03.2020 the stuck up meter was not changed during April and May 2020 and the meter was changed in June 2020.

#### **AWARD OF THE FORUM**

9. After considering the material on record and after hearing both sides, the learned Forum has disposed of the (3) complaints by passing a

common Award directing the respondents to update the software in respect of the complaints of the consumers.

10. Aggrieved by the Award passed by the learned Forum, the present appeals were preferred, by mentioning three grounds of appeals by filing three appeals stating, inter-alia, that when the appellant filed complaints for interruptions of power supply in retaliation development charges case was registered against him. There were interruptions of power supply on at least more than (20) occasions in June 2023. This is in respect of C.G.No.180. It is prayed to pass Award accordingly.

11. In the written reply submitted by respondent No.1 and 2, they have submitted the pleas as submitted before the learned Forum in respect of power interruptions.

12. In respect of the C.G.No,200, it is, inter alia, submitted that the learned Forum heard the grievance on 06.09.2023 and noted that the complaint status was "Pending ERO Login" state itself as on that date but subsequently it was shown that the complaint was rectified on 12.07.2023 with a malafide intention. It is accordingly prayed to award compensation.

13. In the written reply filed by respondent No.2 before this Authority, it is submitted that the amount of Rs.48/- was automatically raised in the bill of July 2023 as Fixed Charges.

14. As regards to C.G.No.201, it is submitted that he raised (3) complaints on 22.05.2023 in respect of S.C.No.4140131817 to replace the stuck up meter. There was sufficient time for the respondents to replace the meter as the lockdown was from 25.03.2020 and not from 19.03.2020. The status of complaint was wrongly shown. Therefore he prayed for awarding compensation of Rs.17,200/- plus Rs.40,000/- as on 31.08.2023 itself for the delay in attending the complaint.

15. In the written reply filed by respondent Nos. 1 to 3 before this Authority, it is inter-alia submitted that due to lock down there was delay in replacing the stuck up meter.

16. Heard both sides.

#### **POINTS**

17. The points that arise for consideration are:-

- i) Whether the appellant is entitled for compensation in C.G.Nos.180,200 and 201 as claimed by him?
- ii) Whether the Award of the learned Forum is liable to be set aside? and
- iii) To what relief?

#### **POINT Nos. (i) to (iii)**

#### **ADMITTED FACTS**

18. It is an admitted fact that the appellant is the consumer of Service Connection No.4140131817 and 4140108978, apart from other Service

Connections at that premises in Suryapet Town and District. It is also an admitted fact that the appellant is not due to pay any electricity charges to the respondents.

### **SETTLEMENT BY MUTUAL AGREEMENT**

19. 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**

20. The present appeal was filed on 25.11.2023. This appeal is being disposed of within the period of (60) days as required.

### **CRUX OF THE MATTER**

21. The appellant filed three complaints in C.G.Nos.180,200 and 201/2023-24 in respect of no power complaint, not giving particulars in respect of the amount of Rs.48/- mentioned in the bill pertaining to July 2023 and also compensation for delay in replacing the stuck up meter in March 2020.

### **C.G.No.180/2023-24**

22. In this complaint the appellant is the consumer of Service Connection No. 4140108978 claims that he himself captured more than 20



incidents of power failure in June 2023 and though he complained to the respondent officials, his grievance was not redressed. More-over the appellant claims that since he lodged complaint of power outage, false case of Development Charges was slapped on him. Therefore he claims compensation as per Standards of Performance (in short 'SoP'). When the appellant claims in this regard he has to mention as to when exactly there was no power and also the duration so as to award compensation from the respondents. Further as per Clause (6) of Schedule-II of Regulation 5 of 2016, Licensee's Standards of Performance the consumer shall be required to make a claim for compensation for non-compliance of a guaranteed standard within (30) days of violation of such service standard by a licensee to a senior officer (Divisional Engineer) etc., However where the Licensee fails to pay the compensation the aggrieved consumer can approach the learned Forum.

23. The appellant claims that when he raised NO POWER COMPLAINT the respondents have slapped registered Development Charges case as a revenge. The respondents have denied it. It is not the case of the appellant that he has not exceeded the contracted load. Further, the claim of respondent No.1, is that on that particular day apart from the case against appellant four more Development Charge cases were registered. In view of these factors it cannot be accepted that as a revenge for no power complaint the Development Charges case was slapped against the appellant. As already stated, since the full particulars of the power outages with specific duration are



not furnished by the appellant, he is not entitled for any compensation as prayed for in C.G.No.180/2023-24.

**C.G.No.200/2023-24**

24. In this complaint the grievance of the appellant is that though he was not due to pay any amount to the respondents, a sum of Rs.48/- is shown as arrears in the bill of July 2023, in respect of his USC No.105822783 (S.C.No.4140108978) and his complaint dt.05.07.2023 was not attended to. Therefore he claimed compensation of Rs.100/- per day for (56) days for non-compliance of SoP of Regulation 5 of 2016 as per Schedule-II, entry-XI.

25. In this connection it is necessary to refer Clause 6 of the Electricity (Rights of Consumers) Rules 2020 (in short 'the Rules') which reads as under:-

6. Billing and payment – (1) Tariff for each category of consumers shall be displayed on distribution licensee's website and consumers shall be notified of change in tariff including fuel surcharge and other charges, a full billing cycle ahead of time, through distribution licensee's website as well as through energy bills.

(2) The distribution licensee shall prepare the bill for every billing cycle based on actual meter reading, except where pre-payment meters are installed, and the bill shall be delivered to the consumer by hand or post or courier or e-mail or any other electronic mode at least ten days prior to the due date of payment.

xxxxxx  
xxxxxx  
xxxxxx

Clause 6(1) of the Rules makes it clear that any change in the tariff including fuel charge and other charges, notice shall be given to the consumer. Other charges referred to in Clause 6(1) means including Development Charges as in the present case. Clause 6(2) of the above Rules also makes it clear that the change of any additional charges etc., as in the present case shall be mentioned in the bill given to the consumer. In the present case the bill pertaining to July 2023 was given to the consumer mentioning the amount of Rs. 48/-. This amounts to proper service of notice on the appellant.

26. Though notice is given to the appellant by way of bill of July 2023, the further grievance of the appellant is that the respondents have to clarify as to how that Rs.48/- was shown. In the Award of the learned Forum, on the instructions of the Forum there was some investigation in respect of these complaints. As regards the present complaint in C.G.No.200/2023-24, the particulars are as under:-

<b>C.G.No. (1)</b>	<b>Issue raised (2)</b>	<b>Discussions at CGRF (3)</b>	<b>Actions initiated/taken (4)</b>
C.G.No.200/2023-24 Compensation for delay in attending to the arrears dispute complaint raised online	There are no arrears till 31'May'2023 and we paid full bill amount for June 2023 month one day before the due date itself, July 2023 bill is showing Rs.48 as arrears. The status of the complaint is still Pending in ERO login and has lodged compensation claim of Rs. 5600/- for 56 delays delay @ Rs.100/- CC614233684153 Usc No.105822783	There is delay in attending and updating the status of the complaint which is shown as "Pending in ERO login" since long time	The complaint registered against the nature of "arrears dispute" CC614233684153 has been rectified and an SMS was sent to the consumer with remarks by ERO (New option of Rectified/attended was provided in addition to the existing options of i) Journal Entry or ii) Reject

The record shows that the appellant raised complaint vide CC614233684153 for USC No.105822783 on 05.07.2023 for clarification in respect of the above said Rs.48/-. In the above table also the said particulars are given. Column No.3 of the above table shows that there is delay in attending and updating the status of the complaint which was shown as “pending in ERO login” since a long time. But in the final column it was mentioned as rectified. It appears that the above table was prepared during the pendency of the complaints before the learned Forum. In fact paragraph No.15 (ii) highlighted portion of the Award reads as under in respect of the present complaint:-

“The status of Complaint vide RegNo.CC613233684153 dated 05.07.2023 is shown as pending in ‘ERO login’, even on the date of hearing i.e. on 06.09.2023 is a lapse on the part of respondent No.3, Assistant Accounts Officer/ERO/Suryapet.”

This information goes to show that the complaint in respect of furnishing information of Rs.48/- was pending even as on 06.09.2023, though the complaint was lodged on 05.07.2023. Further as per Schedule-II of Regulation 5 of 2016, Licensee’s Standards of Performance as per Clause 6 the consumer shall be required to make a claim for compensation for non-compliance of a guaranteed standard within (30) days of violation of such service standard by a licensee to a senior officer (Divisional Engineer) etc., However where the Licensee fails to pay the compensation the aggrieved consumer can approach the learned Forum. Since the appellant has not made complaint as per the SoP, he is not entitled for compensation as claimed by

him @ Rs.100/- per day. However, this Authority has power if it is found that there was any deficiency of service.

27. This Authority need not confine only to SoP but also to examine the entire issue in a broader view. In this connection, it is necessary to refer to the appeal before this Authority in C.G.No.200/2023-24. On page-2 of this appeal dt.25.11.2023, the acknowledgement of the complaint dt.05.07.2023 is shown. Beneath it DETAILS are given. They are extracted as under:-

SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED null	
ACKNOWLEDGEMENT	
<b>Complaint Reference No :</b> CC614233684153	<b>Date of Complaint :</b> 05-JUL-2023
<b>Consumer Service Number&amp;Category</b>	4140108978 .Exist.Category: 1
<b>Consumer Name&amp;Mob.No</b>	V PURNA CHANDRA RAO 9290848302
<b>Consumer Address</b>	3 . . .
<b>Nature Of Complaint</b>	ARREARS DISPUTE
<b>Complaint Details</b>	There are no arrears till 31 May 2023 and we paid full bill amount for June 2023 month one day before the due date itself. July 2023 bill is showing 48rs as arrears. Request to please correct it at the earliest.

DETAILS			
<b>Reg.No</b>	CC614233684153	<b>Name</b>	V PURNA CHANDRA RAO
<b>Section Name</b>	SURYAPET TOWN-II	<b>Service Number</b>	4140108978
<b>To Be Rectified</b>	12-07-2023	<b>Rectified Date</b>	12-07-2023
<b>Status</b>	Rectified	<b>Registration Date</b>	05-07-2023
		<b>Complaint Nature</b>	Arrears Dispute
		<b>Amount to be Paid</b>	

The above two tables give the clear picture of the case. In the acknowledgement entire details of the case are given, In the details table the relevance in respect of S.C.No.414010878 are given as under:-

Registration date: 05.07.2023  
 To be rectified : 12.07.2023  
 Rectified date : 12.07.2023


These particulars indicate as if the complaint was redressed on 12.07.2023, in fact it is not. The Award of the Forum dt.29.05.2023 in Para 15(ii), as stated above, shows that as on 06.09.2023 the grievance was not addressed.

More-over the respondents who have filed written replies have not stated the date of rectification. But all of a sudden the DETAILS came as if the grievance was addressed. By such information, the very purpose of online resolution of the complaint is defeated. Deficiency means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained. In this appeal the information in the DETAILS that the complaint was rectified on 12.07.2023, though in fact it was not rectified amounts deficiency of service. For this reason, the appellant is entitled for compensation from the erring respondents.

**C.G.No.201/2023-24**


28. In this complaint, the appellant is claiming compensation on the ground that he made three complaints for replacing his stuck up meter in March 2020. Further as per Clause (6) of Schedule-II of Regulation 5 of 2016, Licensee's Standards of Performance, the consumer shall be required to make a claim for compensation for non-compliance of a guaranteed standard within (30) days of violation of such service standard by a licensee to a senior officer (Divisional Engineer) etc., However where the Licensee fails to pay the compensation the aggrieved consumer can approach the learned Forum. Admittedly the period of replacement of the stuck up meter is March 2020. Within one month he has not made any complaint as per SoP. Therefore the appellant is not entitled for any compensation as claimed by him under SoP.

29. In this connection, it is necessary to refer to the appeal before this Authority in C.G.No.201/2023-24. On page-2 of this appeal dt.25.11.2023, the acknowledgement of the complaint dt.22.05.2023 is shown. Beneath it DETAILS are given. They are extracted as under:-


 <b>SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED</b> null	
<b>ACKNOWLEDGEMENT</b>	
<b>Complaint Reference No : CC614233603126</b>	
<b>Date of Complaint : 22-MAY-2023</b>	
<b>Consumer Service Number&amp;Category</b>	4140131817 ,Exist.Category: 1
<b>Consumer Name&amp;Mob.No</b>	VEMPATI LAXMI KANTHA RAO 9290848302
<b>Consumer Address</b>	S/O Laxmi Kantha Rao ,0,SURYAPET(II),
<b>Nature Of Complaint</b>	METER STUCK UP
<b>Complaint Details</b>	Energy meter confirmed stuck on 03Mar2020 3years ago. Supposed to be replaced by 10mar. It is done after 86 days delay as per sop We are supposed to get compensation of 17200rs for delay. Request to please process it. Please check the status in that period for reference

<b>DETAILS</b>					
<b>Reg.No</b>	CC614233603126	<b>Name</b>	VEMPATI LAXMI KANTHA RAO	<b>Registration Date</b>	22-05-2023
<b>Section Name</b>	SURYAPET TOWN-II	<b>Service Number</b>	4140131817	<b>Complaint Nature</b>	Meter Stuck Up
<b>To Be Rectified</b>	29-05-2023	<b>Rectified Date</b>	29-05-2023	<b>Amount to be Paid</b>	
<b>Status</b>	Rejected as The Delay in replacing the stuck meter was due to lockdown during Covid 19 pandemic				



 <b>SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED</b> null	
<b>ACKNOWLEDGEMENT</b>	
<b>Complaint Reference No : CC614233602839</b> <b>Date of Complaint : 22-MAY-2023</b>	
<b>Consumer Service Number &amp; Category</b>	4140131817 ,Exist.Category: 1
<b>Consumer Name &amp; Mob.No</b>	VEMPATI LAXMI KANTHA RAO 9290848302
<b>Consumer Address</b>	S/O Laxmi Kantha Rao ,0,SURYAPET(II),
<b>Nature Of Complaint</b>	ARREARS DISPUTE
<b>Complaint Details</b>	Energy meter confirmed stuck on 03Mar2020 3years ago. Supposed to be replaced by 10mar. It is done after 86 days delay as per sop We are supposed to get compensation of 17200rs for delay. Request to please process it. Please check the status in that period for reference

DETAILS			
<b>Reg.No</b>	CC614233602839	<b>Name</b>	VEMPATI LAXMI KANTHA RAO
<b>Registration Date</b>	22-05-2023	<b>Section Name</b>	SURYAPET TOWN-II
<b>Service Number</b>	4140131817	<b>Complaint Nature</b>	Arrears Dispute
<b>To Be Rectified</b>	29-05-2023	<b>Rectified Date</b>	29-05-2023
<b>Amount to be Paid</b>		<b>Status</b>	Rejected as The Delay in replacing the stuck meter was due to lockdown during Covid 19 pandemic

 <b>SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED</b> null	
<b>ACKNOWLEDGEMENT</b>	
<b>Complaint Reference No : CC614233602824</b> <b>Date of Complaint : 22-MAY-2023</b>	
<b>Consumer Service Number &amp; Category</b>	4140131817 ,Exist.Category: 1
<b>Consumer Name &amp; Mob.No</b>	VEMPATI LAXMI KANTHA RAO 9290848302
<b>Consumer Address</b>	S/O Laxmi Kantha Rao ,0,SURYAPET(II),
<b>Nature Of Complaint</b>	ARREARS DISPUTE
<b>Complaint Details</b>	We did got compensation as per standard of performance for delay in replacing stuck energy meter

DETAILS			
<b>Reg.No</b>	CC614233602824	<b>Name</b>	VEMPATI LAXMI KANTHA RAO
<b>Registration Date</b>	22-05-2023	<b>Section Name</b>	SURYAPET TOWN-II
<b>Service Number</b>	4140131817	<b>Complaint Nature</b>	Arrears Dispute
<b>To Be Rectified</b>	29-05-2023	<b>Rectified Date</b>	29-05-2023
<b>Amount to be Paid</b>		<b>Status</b>	Rejected as The Delay in replacing the stuck meter was due to lockdown during Covid 19 pandemic



The above tables give the clear picture of the case. In the acknowledgement entire details of the case are given, In the details table the relevance in respect of S.C.No.4140131817 are given as under:-

Registration date: 22.05.2023  
To be rectified : 29.05.2023  
Rectified date : 29.05.2023

These particulars indicate as if the complaint was redressed on 12.07.2023, in fact it is not. The Award of the Forum dt.29.05.2023 in Para 15(ii), as stated above, shows that as on 29.05.2023 the grievance was not addressed. More-over the respondents who have filed witten replies have also not shown the date of rectification. But all of a sudden the DETAILS came as if the grievance was addressed. By such information, the very purpose of online resolution of the complaint is defeated. Deficiency means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained. In this appeal the information in the DETAILS that the complaint was rectified on 29.05.2023, though in fact it was not rectified amounts deficiency of service. Simply the authors of the DETAILS sheet added the week after the date of complaint and shown as if the complaint was redressed. For this reason, the appellant is entitled for compensation from the erring respondents.

30. In view of these factors I hold that the appellant is not entitled for any compensation in C.G.No.180/2023-24. However since there is a

deficiency of the service, the appellant is entitled for compensation in C.G.Nos.200 and 201/2023-24. These points are accordingly decided.

**POINT No. (iii)**

31. In view of the finding on point Nos. (i) and (ii), the appeal in C.G.No.180 is liable to be rejected, but the appeals in C.G.Nos.200 and 201 are liable to be allowed as indicated above.

**RESULT**

32. In the result, the appeal in C.G.No.180/2023-24 is rejected confirming the Award passed by the learned Forum.

The appeal in C.G.No.200/2023-24 is allowed and the appellant is awarded compensation of Rs.5,000/- (Rupees five thousand only) to be adjusted in his immediate future electricity bills in USC No.105822783 (S.C.No.4140108978). This amount shall be recovered from the salary of the erring respondents. For this purpose respondent No.5 is directed to enquire into and fix the responsibility and recover that amount from that erring respondent (s).

The appeal in C.G.No.201/2023-24 is allowed and the appellant is awarded compensation of Rs.5000/- (Rupees five thousand only) to be adjusted in his immediate future electricity bills in USC No.105830759 (S.C.No.4140131817). This amount shall be recovered from the salary of the erring respondents. For this purpose respondent No.5 is directed to enquire

and fix the responsibility and recover that amount from that erring respondent(s).

The respondents shall file compliance within (15) days from the date of receipt of copy of this Award, as required under the Clause 3.38 of Regulation 3 of 2015 of Hon'ble Telangana State Electricity Regulatory Commission.

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 16th day of December 2023.

**Vidyut Ombudsman**

1. Sri Vempati Kiran Kumar, s/o. Vempati Laxmi Kantha Rao, H.No.3, Market road, Opp: Venkateswara Swamy Temple, Suryapet - 508213. Cell: 9290848302, 9885006242.
2. The Assistant Engineer/OP/Suryapet Town-II/TSSPDCL/Suryapet District.
3. The Assistant Divisional Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
4. The Assistant Accounts Officer/ERO/Suryapet/TSSPDCL/Suryapet District.
5. The Divisional Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
6. The Superintending Engineer/OP/Suryapet/TSSPDCL/Suryapet District.
7. The Chief General Manager/O&M/TSSPDCL/Mint Compound/Hyderabad.
8. The Chief General Manager/Commercial/TSSPDCL/Mint Compound/Hyderabad.

**Copy to**

9. The Chairperson, Consumer Grievances Redressal Forum of TSSPDCL-Rural, H.No.8-03-167/14, GTS Colony, Yousufguda, Hyderabad.