



**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 EIGHTEENTH DAY OF MARCH  
TWO THOUSAND AND TWENTY FIVE**

**Appeal No. 49 of 2024-25**

Between

Sri G.S. Baswa Raju, s/o. Sajjan Amarappa, H.No.3-4-412/1,  
Kachiguda X Road, Hyderabad - 500 027. Cell: 9030289854.

**..... Appellant**

**AND**

1. The Assistant Engineer/Operation/Santosh Nagar/TGSPDCL/Hyderabad South.
2. The Assistant Divisional Engineer/Operation/Santosh Nagar/TGSPDCL/Hyderabad South.
3. The Assistant Accounts Officer/ERO/Chanchalguda/TGSPDCL/Hyderabad South.
4. The Divisional Engineer/Operation/Asmangadh/TGSPDCL/Hyderabad South.
5. The Superintending Engineer/Operation/Hyderabad South/TGSPDCL/Hyderabad South.
6. The Accounts Officer/Revenue/Hyderabad South/TGSPDCL/Hyderabad South.

**.....Respondents**

This appeal is coming on before me for final hearing on this day in the presence of the appellant in person and Sri B. Sushanth Reddy - AE/OP/Santosh Nagar, Sri J. Pavan - ADE/OP/Santosh Nagar, Sri S. Kruparathnam - AAO/ERO/Chanchalguda, Sri Mallikarjun - AO/Rev/Hyderabad South Circle and Sri M. Ramana Murthy - JAO/ERO/Santosh Nagar for the respondents and having stood over for consideration, this Vidhyut Ombudsman passed the following:-

### **AWARD**

This appeal is preferred aggrieved by the Award in C.G.No 105/2024-25/Hyderabad South Circle dt. 31.12.2024 passed by Consumer Grievances Redressal Forum - Greater Hyderabad Area (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL'), allowing the complaint in part.

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

2. The case of the appellant before the learned Forum is that the respondents have released Service Connection No.R2023694 at H.No.18-8-224/208, Kanchanbagh, Rajanarsimha Colony, Hyderabad in favour of mother of the appellant. They have not been residing in the said house for the last two years. But they have received electricity bill for Rs.40,400/-. In August 2023, the meter was tested. They only visit their house once a week for cleaning purposes. Therefore it was prayed to revise the bill of Rs.23,342/- issued in the month of October 2023.

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

3. In the written reply filed by respondent No.2, it is, inter-alia, submitted that the subject Service Connection was released in the name of Smt. Parvathamma. In July 2023, since the meter was stuck the meter was removed and final reading was 19692 KWH. In August 2023, the bill was issued for final reading of 19692 for 4149 units for an amount of Rs.40,400/-.

The bill was revised for an amount of Rs.17,089/-. This amount was deducted from Rs.40,400/-. The balance due amount is Rs.22,953/-.

4. In the written reply filed by respondent No.3 and 4, they too mentioned the similar facts like respondent No.2.

### **AWARD OF THE FORUM**

5. After considering the material on record and after hearing both sides, the learned Forum has allowed the complaint in part by directing the respondents to revise the bill of the subject Service Connection from September 2020 to August 2023 also by taking the average units of 167 per month instead of 243 per month etc.,

6. Aggrieved by the Award passed by the learned Forum, present appeal is preferred reiterating the contents of the complaint filed before the learned Forum. It is accordingly prayed to direct the respondents to revise the bill wrongly claimed.

### **WRITTEN SUBMISSION OF THE RESPONDENTS**

7. In the written reply filed by respondent No. 2, it is, inter-alia, submitted that after the test report was obtained the final reading was 15692 KWH, whereas due to clerical error, it was entered as 19692 KWH in SAS while updating meter change particulars and due to erroneous results a fictitious demand was raised in August 2023.

8. In the written reply filed by respondent No. 3, it is, inter-alia, submitted that they have complied with the Award passed by the learned Forum. Further respondent No.1 once again submitted a bill revision proposal and it is at the stage of approval. As soon as the said bill is approved it will be intimated to this Authority.

### **ARGUMENTS**

9. The appellant has submitted that nobody was residing at the subject house and the respondents without recording the meter reading properly wrongly issued the exorbitant bill. Therefore it is prayed to set aside the bill raised in the month of August 2023 for an amount of Rs.40,400/-.

10. On the other hand, the respondents while supporting the Award passed by the learned Forum, admitted that in August 2023 mistake occurred in mentioning the meter reading as 19692 KWH instead of 15692 KWH.

### **POINTS**

11. The points that arise for consideration are:-

- i) Whether the appellant is entitled for revision of the bill wrongly claimed in August 2023 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**

12. It is an admitted fact that the respondents have issued an electricity bill of the subject Service Connection of the appellant in August 2023 for an amount of Rs.40,400/-. The respondents have revised the bill and an amount of Rs.17,098/- was deducted as JE credit from Rs.40,400/- with balance CC bill of Rs.22,953/- as in August 2023. Thereafter on the basis of the Award of the learned Forum, after revision of the bill for the period from September 2020 to August 2023 an amount of Rs.6,642/- was credited vide JE No. 9721 on 18.02.2025.

**SETTLEMENT BY MUTUAL AGREEMENT**

13. Both the parties have appeared before this Authority on different dates virtually and physically. 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 06.03.2025. This appeal is being disposed of within the period of (60) days as required.

## **CRUX OF THE MATTER**

15. The respondents have issued an electricity bill of the subject Service Connection of the appellant in August 2023 for an amount of Rs.40,400/- basing on the reading of 19692 KWH for 4149 units. Initially the respondents themselves have revised the bill from November 2021 to August 2023 and an amount of Rs.17,089/- was deducted from the above said amount by keeping the balance of Rs.22,953/-. As already stated on the basis of the Award passed by the learned Forum a sum of Rs.6,642/- was also deducted from the amount of Rs.22,953/-. Now the balance due amount is Rs.16,311/-.

16. In the written reply filed by respondent No.2, he has clearly admitted that the bill issued in August 2023 basing on the meter reading as 19692 KWH. According to him the test report of the meter was obtained from LT MRT lab and the final reading in the test report is 15692 KWH. But due to clerical error it was entered as 19692 KWH in SAS while updating meter change particulars. Thus the excess bill for August 2023 was issued due to mistake of the respondents only. The copy of MRT lab test report is as under:-





**SOUTHERN POWER DISTRIBUTION COMPANY OF TELANGANA LIMITED.**  
**TEST CERTIFICATE, LT METERS MRT- GR-HYD SOUTH-CIRCLE.**

Lr.NoADE/MRT/SPM&LT Meters/HydSouth/D.No1869/1/23-24 Dt:23.08.2023.25AS.116

Account No: R2023694 Category: I 1-Phase Section: SANTOSH NAGAR.

Division: VIII Sub-Division: XII Date of testing: 22-08-2023

Meter No: 1B 2561449 Make: HPL Capacity: 5-20 A Type: SPEM 01.

Reading: 15692 Year of Mfg: 07/2006 Meter constant (Rev/Kwh): 6400

Voltage: 240 Ref. T.Note: 1963 Date : 22-08-2023.

Name of the consumer: Smt/Sri. Parvathamma.

Address. H.No:- 18-8-224/5/208, Kanchan Bagh, Hyderabad.

**Special Test**

Sl.no	Power factor	Load	Standard Revolution	Meter Revolution	Percentage Error	Remarks
1	+0.99	5 Amp	8000	6400		

The seized meter is opened for testing in the presence of

1. Sri. L.Srikanth, ADE/MRT/Hyd-South.
2. Smt. B.G.Surekha, AE/DPE/Hyd-South.
3. Sri. K. Srinivas, FM-II/OP/Santosh Nagar/Hyd-South.
4. Sri. G.S. Chandra Sekhar, Consumer Representative..

Received 1 number 1-phase Electronic Energy Meter referred by AE/OP/SANTOSH NAGAR/HYD-SOUTH with seal bits found missing on both sides of the meter.

**Test Results:** - The condition of the meter as it is tested with accucheck kit and the following results are noted.

- 1) After opening the meter cover, it is observed that inside the meter, internal connections found normal.
- 2) All the above defects are shown and explained to consumer representative.
- 3) The meter taken into rolling stock.

*L. S. Srikanth*  
 Assistant Divisional Engineer  
 SPM & LT Lab, South Circle  
 TSSPDCL, Mint Compound, Gr, Hyd

17. At this stage it is also necessary to refer to the letter in Lr.No.AE/OP/Santosh Nagar/97/D.XII/C/8/D.No.996/25 dt.12.03.2025 addressed by respondent No.1 to respondent No.3. In this letter respondent No.1 has clearly mentioned that the meter reading is only 15692 KWH but not 19692 KWH. Accordingly he requested respondent No.3 to revise the fictitious demand raised in August 2023. These factors only indicate that while recording the reading of the meter after issuing a test report a clerical mistake occurred in the second digit and instead of mentioning 15692 KWH, 19692 KWH was mentioned. Thus 4000 units were excessively claimed wrongly. This is the mistake of the respondents. They ought to have more cautious while recording meter readings. When once the respondents have claimed the amount on 4000 units wrongly, they are liable to revise the bill to that extent. Accordingly I hold that the bill raised in August 2023 is liable to be revised. The learned Forum has no opportunity to consider this aspect. Therefore the appellant is entitled for revision of bill wrongly claimed in August 2023 as prayed for and the impugned Award is liable to be set aside. These points are accordingly decided in favour of the appellant and against the respondents.

**POINT No. (iii)**

18. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be allowed by setting aside the impugned Award.



## RESULT

19. In the result, the appeal is allowed and the Award of the learned Forum is set aside. The respondents are directed to revise the bill for August 2023 for the actual final reading as per MRT test report instead of 4149 units. The respondents shall take steps accordingly and file compliance within (15) days from the date of receipt of copy of this Award.

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 18th day of March 2025.

**Sd/-  
Vidyut Ombudsman**

1. Sri G.S. Baswa Raju, s/o. Sajjan Amarappa, H.No.3-4-412/1, Kachiguda x Road, Hyderabad - 500 027. Cell: 9030289854.
2. The Assistant Engineer/Operation/Santosh Nagar/TGSPDCL/Hyderabad South.
3. The Assistant Divisional Engineer/Operation/Santosh Nagar/TGSPDCL/Hyderabad South.
4. The Assistant Accounts Officer/ERO/Chanchalguda/TGSPDCL/Hyderabad South.
5. The Divisional Engineer/Operation/Asmangadh/TGSPDCL/Hyderabad South.
6. The Superintending Engineer/Operation/Hyderabad South/TGSPDCL/Hyderabad South.

7. The Accounts Officer/Revenue/Hyderabad South/TGSPDCL/Hyderabad South.

**Copy to**

8. 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.

