



**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**

THURSDAY THE FIFTEENTH DAY OF FEBRUARY  
TWO THOUSAND AND TWENTY FOUR

**Appeal No. 54 of 2023-24**

Between

Smt. S. Indira, w/o. S. Shankaraiah, [H.No.1-112/6/32/A](#), Miyapur, Hyderabad -  
500 072.Mobile No.9121383743.

**.....Appellant**

**AND**

1. The Assistant Engineer/Operation/Hydernagar/TSSPDCL/Hyderabad.
2. The Assistant Divisional Engineer/Operation/Miyapur/TSSPDCL/Hyderabad.
3. The Assistant Accounts Officer/ERO/Kukatpally/TSSPDCL/Hyderabad.
4. The Divisional Engineer/Operation/Kukatpally/TSSPDCL/Hyderabad.
5. The Superintending E/OP/Medchal Circle/TSSPDCL/Hyderabad.

**..... Respondents**

This appeal is coming on before me for the final hearing on 12.02.2024 in the presence of Sri Shankaraiah - representative of the appellant and Sri K. Hari Singh - AE/OP/Hydernagar 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 - (Greater Hyderabad Area) (in short

'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.191/2023-24/Medchal Circle dt.17.10.2023, rejecting the complaint.

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

2. The case of the appellant is that the respondents have released Service Connection No. 1101701435 to the appellant at her premises bearing H.No.1-112/6/32/A, Miyapur, Hyderabad in 1998. On 20.06.2023, the Lineman disconnected the power supply of the appellant without any notice. On enquiry she was informed that she has to pay Rs.6,116/- (Rupees six thousand one hundred and sixteen only) towards Development Charges and GST. The said amount was billed along-with the power bill generated on 05.06.2023. The said amount was paid immediately. Again an amount of Rs.7,370/- was generated. The appellant again paid Rs.7,889/- including regular monthly bill. There was delay on the part of the respondents in intimating about the particulars of these bills. In order to avoid disconnection of power supply the above said amounts were paid. It was accordingly prayed to direct the respondents for adjusting Rs.7,889/- in her future bills.

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

3. In the written reply filed by respondent No.1 before the learned Forum, it was submitted that at present the appellant has been utilising the

power supply for domestic purpose. An auto-generated case was booked on 03.12.2019 as the existing load was 240 Watts but connected with 2560 Watts. Hence rounded off to 3000 Watts. At the time of booking the case the premises was under construction of ground plus two floors. After construction of the house the Category was changed with load of 3 KW.

4. Respondent No.3 has also filed his written reply which is similar to that of the reply of respondent No.1.

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

5. After considering the material on record and after hearing both sides, the learned Forum has rejected the complaint.

6. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, contending among other things, that the power bills in respect of Rs.6,116/- and Rs.7,370/- are nothing but fleecing of customers by creating additional burden on them. There is no justification of such demand. Therefore it is prayed for withdrawal of the Development Charges and Fixed Charges etc., and also to refund the amount paid by her.

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

7. In the written submission of respondent No.1, before this Authority, he has reiterated the contents of his written reply filed before the learned

Forum.

## **ARGUMENTS**

8. It is argued on behalf of the appellant that without any justification and without any provision for claiming the amounts the respondents have collected the huge amounts of Rs.6,116/- and Rs.7,370/-. Therefore it is prayed to direct the respondents to refund the same.

9. On the other hand, it was argued by the respondents that the appellant has exceeded the connected load of 240 Watts to 2560 Watts due to which the respondents have claimed the amounts in question. Therefore it is prayed to reject the appeal.

## **POINTS**

10. The points that arise for consideration are:-

- i) Whether the appellant is entitled for refund of the amounts as claimed by her?
- ii) Whether the Award of the learned Forum is liable to be set aside? and
- iii) To what relief?

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

## **ADMITTED FACTS**

11. It is an admitted fact that the respondents have released the subject Service Connection to the appellant initially in 1998 with 240 Watts. It is also

an admitted fact that there is increase in the usage of power supply in the premises of the appellant by self and also by her tenants.

### **SETTLEMENT BY MUTUAL AGREEMENT**

12. Both the parties have appeared before this Authority. 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**

13. The present appeal was filed on 20.01.2024. This appeal is disposed of within the period of (60) days.

### **CRUX OF THE MATTER**

14. The main grievance of the appellant is that the respondents have claimed Rs. 6,116/- and also Rs. 7,370/- without any basis. At this stage it is necessary to refer to the EBS report in respect of the subject Service Connection.



User : REPORTS LOGIN

Circle : MEDCHAL

ERO : 320 KUKATPALLY

Date :

- Home
- Consumer Management →
- Pre-Paid **NEW!** →
- AGL Integration →
- AAO/ERO Review Reports →
- Consumer Deposits →
- Bill Processing →
- Check Reading →
- Operation Reports →
- Billing Reports →
- Journal Details →
- Collection Reports →
- UDC/OSL Management →
- Spot Billing / Collection Information →
- LT R & C →
- CAT 3A & 3B →
- Ledger Reports →
- SAP Data →
- Corporate Reports
- Reports →
- Mats With EBS →

[Sign Out](#)

Service Number

Details

**\* Meter details are provided based on spot billing data**

Sino	Bill Date	KWH Rdg.	Billed Units	MD	KVAH (from IR)	Status	Meterno	Reading Mode
1	03-JAN-24	5993	46	1.68	0	01	00182523	IR Reading
2	04-DEC-23	5947	57	1.92	0	01	00182523	IR Reading
3	04-NOV-23	5890	70	1.82	0	01	00182523	IR Reading
4	06-OCT-23	5820	42	1.5	0	01	00182523	IR Reading
5	05-SEP-23	5778	38	1.68	0	01	00182523	IR Reading
6	04-AUG-23	5740	35	1.46	0	01	00182523	IR Reading
7	05-JUL-23	5705	41	.26	0	01	00182523	IR Reading
8	05-JUN-23	5664	18	.3	0	01	00182523	IR Reading
9	04-MAY-23	5646	0	0	0	01	00182523	IR Reading
10	04-APR-23	5646	92	2.9	0	01	00182523	IR Reading
11	05-MAR-23	5554	157	2.98	0	01	00182523	IR Reading
12	04-FEB-23	5397	146	3.02	0	01	00182523	IR Reading

13	08- JAN- 23	5251	135	3.02	0	01	00182523	IR Reading
14	07- DEC- 22	5116	26	2.86	0	01	00182523	IR Reading
15	06- NOV- 22	5090	23	2.9	0	01	00182523	IR Reading
16	06- OCT- 22	5067	4	0	0	01	00182523	IR Reading
17	04- SEP- 22	5063	98	3	0	01	00182523	IR Reading
18	05- AUG- 22	4965	56	2.94	0	01	00182523	IR Reading
19	05- JUL- 22	4909	34	2.9	0	01	00182523	IR Reading
20	05- JUN- 22	4875	74	3.04	0	01	00182523	IR Reading
21	04- MAY- 22	4801	117	3.06	0	01	00182523	IR Reading
22	03- APR- 22	4684	38	3.08	0	01	00182523	IR Reading
23	06- MAR- 22	4646	34	3.12	0	01	00182523	IR Reading
24	03- FEB- 22	4612	94	3.04	0	01	00182523	IR Reading
25	05- JAN- 22	4518	91	3.22	0	01	00182523	IR Reading
26	03- DEC- 21	4427	97	3.08	0	01	00182523	IR Reading
27	03- NOV- 21	4330	69	3.04	0	01	00182523	IR Reading
28	03- OCT- 21	4261	37	2.98	0	01	00182523	IR Reading
29	03- SEP- 21	4224	56	3.02	0	01	00182523	IR Reading
30	05- AUG- 21	4168	46	3.06	0	01	00182523	IR Reading

31	03-JUL-21	4122	29	3.06	0	01	00182523	IR Reading
32	03-JUN-21	4093	40	2.96	0	01	00182523	IR Reading
33	02-MAY-21	4053	72	3.02	0	01	00182523	IR Reading
34	05-APR-21	3981	65	3.02	0	01	00182523	IR Reading
35	04-MAR-21	3916	29	3.08	0	01	00182523	IR Reading
36	04-FEB-21	3887	2	2.9	0	01	00182523	IR Reading
37	02-JAN-21	3885	26	3.2	0	01	00182523	IR Reading
38	02-DEC-20	3859	23	3.12	0	01	00182523	IR Reading
39	03-NOV-20	3836	21	2.9	0	01	00182523	IR Reading
40	03-OCT-20	3815	75	3.26	0	01	00182523	IR Reading
41	02-SEP-20	3740	125	3.28	0	01	00182523	IR Reading
42	02-AUG-20	3615	79	3.18	0	01	00182523	IR Reading
43	03-JUL-20	3536	89	3.18	0	01	00182523	IR Reading
44	04-JUN-20	3447	338	3.22	0	01	00182523	IR Reading
45	07-MAY-20	3109	0	0		08		
46	08-APR-20	3109	35			08		
47	04-MAR-20	3109	116	2.66	0	01	00182523	IR Reading
48	04-FEB-20	2993	87	2.7	0	01	00182523	IR Reading



49	03- JAN- 20	2906	84	2.62	0	01	00182523	IR Reading
50	03- DEC- 19	2822	85	2.5	0	01	00182523	IR Reading
51	03- NOV- 19	2737	93	2.56	0	01	00182523	IR Reading
52	03- OCT- 19	2644	63	2.62	0	01	00182523	IR Reading
53	07- SEP- 19	2581	122	2.64	0	01	00182523	IR Reading
54	06- AUG- 19	2459	82	2.58	0	01	00182523	IR Reading
55	09- JUL- 19	2377	103	2.56	0	01	00182523	IR Reading
56	05- JUN- 19	2274	83	2.64	0	01	00182523	IR Reading
57	06- MAY- 19	2191	76	2.58	0	01	00182523	IR Reading
58	06- APR- 19	2115	69	1	9588	01	00182523	IR Reading
59	07- MAR- 19	2046	57	0	0	01	00182523	IR Reading
60	06- FEB- 19	1989	48	0	0	01	00182523	IR Reading
61	09- JAN- 19	1941	61	0	0	01	00182523	IR Reading
62	10- DEC- 18	1880	58	0	0	01	00182523	IR Reading
63	08- NOV- 18	1822	103	1	0	01	00182523	IR Reading
64	05- OCT- 18	1719	79	0	0	01	00182523	IR Reading
65	09- SEP- 18	1640	60	2.5	0	01		IR Reading
66	09- AUG- 18	1580	60	0	0	01	00182523	IR Reading

67	11- JUL- 18	1520	75	0	0	01	00182523	IR Reading
68	11- JUN- 18	1445	61	0	0	01	00182523	IR Reading
69	11- MAY- 18	1384	56	0	0	01	00182523	IR Reading
70	10- APR- 18	1328	61	0	0	01	00182523	IR Reading

15. Now it is necessary to analyse as to whether the claim of the respondents for Rs.6,116/- is correct. On verification of the available EBS data at Column No. 5, it is noticed that the Maximum Demand (MD) for six months before the date of inspection is approximately 3 KW only. Accordingly, the notice issued is correct.

16. It is also necessary to analyse as to whether the claim of the respondents for Rs.7,370/- is correct. On payment of the said notice amount by the appellant on 23.06.2023 additional load connected was regularised from 0.24 KW to 3 KW and fixed charges were auto generated for the period from December 2019 to June 2023 for an amount of Rs.7,370/- as per the Tariff Order rates. Hence, the claim of the respondents for Rs.7,370/- is correct. In view of the above factors, it is quite clear that the respondents have only claimed amounts for the power consumed by the appellant. It is true that the notice ought to have been issued in December 2019, which was not issued

by the respondents. Thus there is some delay on the part of the respondents. At the same time it cannot be concluded that the amounts claimed by the respondents are not correct. Accordingly, I hold that the claim of the respondents for Rs.6,116/- and Rs. 7,370/- is correct. These points are accordingly decided against the appellant and in favour of the respondents.

**Point No.(ii)**

17. In view of the finding on point No.(i) and (ii), the appeal is liable to be rejected.

**RESULT**

18. 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 this the 15th day of February 2024.

Sd/-

**Vidyut Ombudsman**

1. Smt. S. Indira, w/o. S. Shankaraiah, [H.No.1-112/6/32/A](#), Miyapur, Hyderabad - 500 072.Mobile No.9121383743.
2. The Assistant Engineer/Operation/Hyderabad/TSSPDCL/Hyderabad.
3. The Assistant Divisional Engineer/Operation/Miyapur/TSSPDCL/Hyderabad.
4. The Assistant Accounts Officer/ERO/Kukatpally/TSSPDCL/Hyderabad.
5. The Divisional Engineer/Operation/Kukatpally/TSSPDCL/Hyderabad.
6. The Superintending E/OP/Medchal 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

