



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 TWENTY SIXTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY FOUR

Appeal No. 58 of 2023-24

Between

Sri P. Kiran Kumar, [H.No.10-6-167/C](#), Zone (11), Khammam Urban,
Khammam District. Cell: 9985903142. **.....Appellant**

AND

1. The Assistant Engineer/Operation/Town-II/Khammam-9440811541.
2. The Assistant Divisional Engineer/Operation/T-I/Khammam-9440811540.
3. The Assistant Accounts Officer/ERO/T/Khammam-9440811570.
4. The Divisional Engineer/Operation/Khammam-9440811506.

..... Respondents

This appeal is coming on before me for the final hearing on 23.02.2024 in the presence of the appellant, virtually and Sri B.Nageswara Rao - AE/OP/T2/Khammam, Sri Ch.Nagarjuna - ADE/OP/T1/Khammam, Sri K.Sreedhar - AAO/ERO/T1/Khammam and Sri N.Ramarao -DE/OP/Khammam for the respondents, virtually and having stood over for consideration, this Vidyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - Warangal, Khammam Circle (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TSNPDCL') in C.G.No. 421/2023-24 dt.06.01.2024

(sic. 06.02.2024) allowing the complaint in part.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant before the Forum is that the appellant is a tenant of H.No.10-6-167/C, Zone-11, Khammam Urban, Khammam District. The respondents have released Service Connection No. 02111-46336 to the above said premises. The appellant has been experiencing issues with the electric meter since March 2023 when it stopped at a reading 7990 and remained so till July 2023. He represented the matter to the officials of the respondents. On 20.05.2023, a person from the respondents' office came to the spot and generated a manual bill for Rs.15,679/- for (40) days without scanning the meter. The meter was tested in June 2023 and also on 06.09.2023. On both occasions the meter was found healthy. From July 2023 till September 2023, the meter was not checked. On 14.08.2023, a bill was generated for Rs. 37,479/- for (25) days. The power connection was disconnected once and it was restored again on request. The problem was not solved even in the months of September and October 2023. The power bill was issued for Rs. 49,952/- for (8) months which is an exorbitant one. The power was again disconnected on 28.12.2023 till 30.12.2023. Therefore it is prayed to do the needful.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by respondent No. 1 before the learned Forum, it is, inter-alia, submitted that the subject meter was tested twice and it

was found healthy. The subject Service Connection was billed in “09” (Nil consumption) status from April 2023 to July 2023 and “01” (Normal) status in August 2023 with a consumption of 3828 units and a demand of Rs. 37,479/-. In July 2023, the subject Service Connection was billed under “09” status by the person from a private billing agency. The bills were revised for the discrepancy period from April 2023 to August 2023 and a sum of Rs. 6050/- was adjusted. There is no defect in the energy meter. The consumption of the meter may be due to defects in the internal wiring or any defects in the apparatus in the house of the appellant. It is accordingly stated that the appellant has to pay the balance amount.

AWARD OF THE FORUM

4. After considering the material on record, the learned Forum has held that the meter reader/meter reading agency is responsible for manipulating the meter status leading to inflated CC bills and causing mental agony to the appellant and hence a compensation of Rs.1,000/- was awarded to the appellant to be adjusted in the future bills of the subject Service Connection.

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, contending among other things, that in spite of testing the meter thrice, there is no defect in it. The learned Forum has not solved his problem. From 28.12.2023 the power supply was disconnected and it was only

restored on 19.01.2024. It is accordingly prayed to do the needful.

WRITTEN SUBMISSION OF THE RESPONDENTS

6. In the written reply filed by respondent No.2, it is inter-alia submitted that there is no defect in the energy meter. The consumption was recorded either due to wiring fault in the house of the appellant or any defective apparatus in the said house.

7. In the written reply filed by respondent No.3 also he submitted the contents similar to that of the written reply of respondent No.2.

ARGUMENTS

8. The appellant has submitted that the subject meter was tested thrice and the meter was found healthy; that the apparatus and wiring in the house are perfect; that he suffered mental agony due to inflated bills and frequent disconnection of the power supply in the house and hence he prayed to do justice.

9. On the other hand, it is submitted on behalf of the respondents, that the subject meter was healthy and therefore either the wiring in the premises of the appellant is defective or the utensils in the house of the appellant were consuming more power at the relevant time.

POINTS

10. The points that arise for consideration are :-

i) Whether the appellant is entitled for withdrawal of the balance arrears

as claimed by him?

ii) Whether the impugned Award of the learned Forum is liable to be set aside? and

iii) To what relief?

POINT No. (i) and (ii)

ADMITTED FACTS

11. It is an admitted fact that the respondents have released the subject Service Connection to the premises where the appellant is staying. It is also an admitted fact the subject meter was tested twice after the abnormal meter readings and on both occasions it was found healthy. It is also an admitted fact that the respondents have withdrawn an amount of Rs.6,050/- vide JE No. 32/01/2023-24 out of the amount claimed by them.

SETTLEMENT BY MUTUAL AGREEMENT

12. Both the parties have appeared before this Authority virtually. 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 13.02.2024. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The appellant filed the complaint on the ground that the respondents have issued abnormal bills in respect of the subject Service Connection since March 2023 onwards till October 2023. The claim of the appellant is that in spite of not using the power he is getting exorbitant bills. On the other hand, the claim of the respondents is that the reason for the bills issued to the appellant is either there is a defect in the wiring of the house or the apparatus in the house of the appellant have consumed more power.

15. As already stated, the subject meter was tested twice and it was found healthy. In view of this reason it cannot be contended that the subject meter is defective. The other reason for the subject bills is either there is defect in the wiring in the premises of the appellant or the apparatus like refrigerator, air conditioner and fans etc., were consuming more electricity. When once the meter was found healthy it is deemed that the appellant has utilised the power supply. At present there is no dispute in issuing the bills correctly even according to the appellant. This is without changing the earlier meter. This fact indicates that there is no defect at all in the subject meter. However, due to earlier bills, there was mental agony caused to the appellant for which the meter reader is responsible. Therefore the appellant is entitled for some more compensation apart from the compensation of Rs.1,000/- (Rupees one thousand only) already granted by the learned Forum. Accordingly, I hold that the appellant is not entitled for withdrawal of the bill

amount claimed by the respondents and, therefore, the Award of the learned Forum is not liable to be set aside. But as stated above the appellant is entitled for compensation of Rs.4000/- more from the respondents. These points are accordingly decided.

Point No.(iii)

16. In view of the findings on point No.(i) and (ii), the appeal is liable to be rejected except for the quantum of compensation.

RESULT

17. In the result, the appeal is rejected confirming the Award passed by the learned forum. However, a sum of Rs.4,000/- (Rupees four thousand only) is awarded to the appellant as compensation apart from Rs.1,000/- already granted by the learned Forum, which shall be adjusted as directed by the learned Forum. Further, the appellant is granted three (3) monthly equal instalments commencing, from March 2024 bill, to pay the balance due amount arrived at by the respondents.

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 26th day of February 2024.

Sd/-

Vidyut Ombudsman

1. Sri P. Kiran Kumar, [H.No.10-6-167/C](#), Zone (11), Khammam Urban, Khammam District. Cell: 9985903142.
2. The Assistant Engineer/Operation/Town-II/Khammam-9440811541.
3. The Assistant Divisional Engineer/Operation/T-I/Khammam-9440811540
4. The Assistant Accounts Officer/ERO/T/Khammam-9440811570.
5. The Divisional Engineer/Operation/Khammam-9440811506

Copy to

6. The Chairperson, CGRF, TSNPDCL, Nakkalagutta, Hanamkonda, Warangal-506001.

