



**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**

WEDNESDAY THE TWENTY SECOND DAY OF OCTOBER  
TWO THOUSAND AND TWENTY FIVE

**Appeal No. 24 of 2025-26**

Between

M/s. National Remote Sensing Centre, Balanagar, Hyderabad 500027,  
represented by Sri T. Ravi Kishore Sr. Accounts Officer,. Ph: No: 9704125338.

**.....Appellant**

**AND**

1. The Assistant Divisional Engineer/Operation/Shad Nagar/TGSPDCL/  
Rajendra Nagar Circle.
2. The Divisional Engineer/Operation/Rajendra Nagar/TGSPDCL/ Rajendra  
Nagar Circle.
3. The Senior Accounts Officer/Operation/ Rajendra Nagar /TGSPDCL/  
Rajendra Nagar Circle
4. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra  
Nagar Circle.

**..... Respondents**

This appeal is coming on before me for the final hearing on this day in the presence of Sri T.Ravi Kishore, Sr.Accounts Officer - authorised representative of the appellant and Sri D.Satya Narayana- ADE/OP/Shad Nagar and Sri K.Konda Reddy - SAO/OP/RJNR 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 - Rajendra Nagar Circle (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G No.61/2025-26/Medchal Circle dt.16.09.2025, rejecting the complaint.

**CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant is that the respondents have issued a monthly electricity bill for June 2024 on 10.07.2024 to the Service Connection No. RJN 889 of the appellant for Rs.64,04,710/- (Rupees sixty four lakhs four thousand seven hundred and ten only). The said bill was paid by the appellant through the Public Financial Management System (PFMS), office of the Comptroller General of Accounts (Ministry of Finance). The appellant paid the said amount within the due date on 15.07.2024. The said transaction was shown as successful in PFMS.

3. On 12.08.2024, the respondents have issued monthly electricity bill for July 2024, wherein an amount of Rs.64,60,925.31 was shown in addition to the amount of amount of Rs. 64,04,710.48 (June, 2024 bill). And an amount of Rs.51,237.69 was shown as delayed payment surcharge. Thus the total amount shown in the said bill is Rs.1,29,16,873/-. The appellant thereafter contacted the team UMEA SBI on 12.08.2024 who informed that due to

technical glitches the amount of Rs.64,04,710/- was not released to the respondents. Thereafter the appellant paid all the amounts to the respondents on 13.08.2024. An amount of Rs.92,868.31 was charged as penalty for late payment from 16.07.2024 to 13.08.2024. Therefore it was prayed to adjust the amount already paid in the next bill to be issued by the respondents.

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

4. In the written reply filed by respondent No.3 before the learned Forum he has admitted about issuance of electricity monthly bill in July 2024 for the month of June 2024. Since the said amount was not received by the respondents it was mentioned in the next bill with late payment surcharge..Thus the bill pertaining to June and July 2024 were paid in August 2024. Therefore it is prayed to dismiss the complaint.

5. In the written reply filed by respondent No.4 also similar contents like the written contents of respondent No.3 were mentioned.

### **AWARD OF THE FORUM**

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

7. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, reiterating the pleas taken before the learned Forum. It is

accordingly prayed to waive the late payment charges.

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

8. No written reply is filed by the respondents.

### **ARGUMENTS**

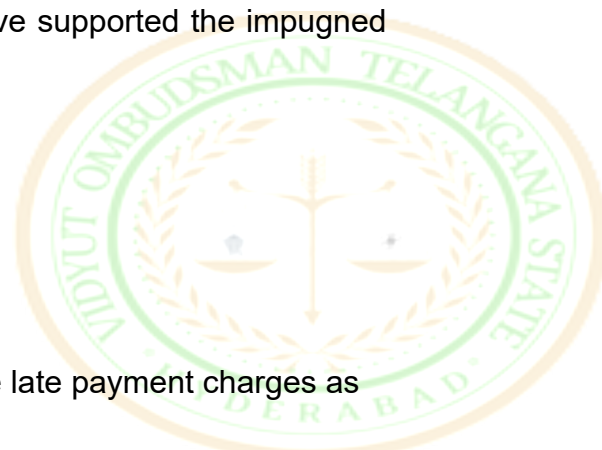
9. It is submitted on behalf of the authorised representative of the appellant that they are not at fault in making payment of the bill for the month of June 2024 in July 2024 through inter-mediary as the transaction was shown as successful and hence it is prayed to waive the late payment charges paid by the appellant to the respondents and adjust the same in the future bills.

10. On the other hand, the respondents have supported the impugned Award and prayed to reject the appeal.

### **POINTS**

11. The points that arise for consideration are:-

- i) Whether the appellant is entitled for waiving the late payment charges as prayed for ?
- 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**

12. It is an admitted fact that the amount paid in July 2024 by the appellant through intermediary was shown as successful. It is also an admitted fact that the monthly electricity bills issued by the respondents for June and July 2024 were received by the respondents on 13.08.2024.

**SETTLEMENT BY MUTUAL AGREEMENT**

13. 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**

14. The present appeal was filed on 14.10.2025. This appeal is being disposed of within the period of (60) days.

**CRUX OF THE MATTER**

15. In order to adjudicate the present matter it is necessary to refer to the relevant Regulation and provisions. and provisions

## **REGULATION OF ERC:REGULATION NO 5 OF 2004**

3.3 The Consumer shall pay to the distribution licensee within the time specified for the purpose under clause 4 month/billing period at the appropriate office of the distribution licensee or any other place allowed by the distribution licensee charges for the electrical energy supplied to the consumer during the preceding billing period at the tariff force from time to time.

4.1.2 The bill date shall be the date of meter reading for the spot billing system and in other cases it shall be within one week from the date of the meter reading. The bill shall be served to a consumer immediately after the meter reading in case of spot billing system and in other cases within a period of one week from the bill date.

4.3.1 The payment of bills shall normally be made at the specified local collection center of the licensee on any working day during prescribed hours, or through any other facility like e-seva, banks, post offices, internet etc. as may be provided by the licensee.

4.4 Additional charges for belated payment of bills :- In case the consumers do not pay the bills by the due date mentioned in the bills, additional charges for delayed payment of bills shall apply as per tariff orders issued from time to time.

### **ROLE OF LICENSEE**

An electricity licensee's duties regarding billing include ensuring prompt bill delivery, providing easy bill payment options (including online and doorstep services for senior citizens), and ensuring the accuracy of bills.

### **As per the Electricity SSupply CCode :**

**Billing and payment:** Specifies the frequency of billing, the information that must be included on a bill (like consumer number and meter details), and procedures for the recovery of charges.

**Disconnection and restoration:** Outlines the conditions and process for disconnecting supply due to non-payment and the steps for restoring it.

16. In the present case, the licensee promptly given the monthly electricity bill dt. 01.07.2024 against the appellant Service Connection No. RJN889 for an amount of Rs. 64,04,710/-, duly mentioning the due date 15.07.2024. The present dispute is in regard to payment of delayed payment surcharge. It is apparent that bill was issued for the month of June 2024 for an amount of Rs. 64,04,710/- with due date 15.07.2024, payment was made through Public Financial Management System where the status of transaction was shown as successful, but in fact, the payment was not credited with TGSPDCL. The non-payment of the bill was discovered only after receiving the next month's bill having arrears of Rs.64,04,710/- . The reason for not crediting the said amount was stated to be some technical glitches in PFMS system due to the transition phase of "SBI fast plus portal" from 12.07.2024 to 30.07.2024. Later the appellant paid the said amount on 13.08.2024. The said irregularity resulted in impact of Rs.92,868.31/- towards delayed payment charges. By issuing the bill mentioning all the particulars in it, the respondents have performed their duty. Then it is for the appellant to pay the required bill and also to ensure as to whether such a payment reached the respondents soon after payment. Further the delay appears to be with the intermediary. Therefore the respondents are not liable for such delay. When a third - party causes delay, the appellant filed a complaint against the respondents. The learned Forum discussed the issue

involved in the case properly and came to the correct conclusion. Hence I hold that the appellant is not entitled for waving of the surcharge delayed payment levied and the impugned Award is not liable to be set aside. These points are decided accordingly against the appellant and in favour of respondents.

**Point No.(iii)**

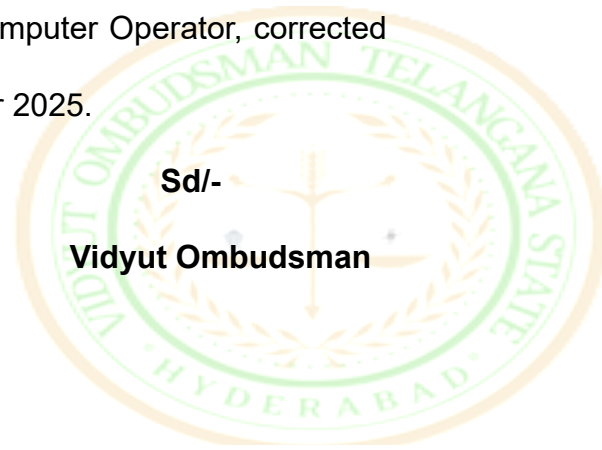
17. In view of the finding on point Nos.(i) and (ii), the appeal is liable to be rejected.

**RESULT**

18. In the result, the appeal is rejected confirming the AAward passed by the learned Forum.

Typed to my dictation by Office Executive-cum-Computer Operator, corrected and pronounced by me on the 22th day of October 2025.

**Sd/-**  
**Vidyut Ombudsman**



1. M/s. National Remote Sensing Centre, Sri T. Ravi Kishore Sr. Accounts Officer, Balanagar, Hyderabad 500027. Ph: No: 9704125338.
2. The Assistant Divisional Engineer/Operation/Shad Nagar/TGSPDCL/ Rajendra Nagar Circle.
3. The Divisional Engineer/Operation/Rajendra Nagar/TGSPDCL/ Rajendra Nagar Circle.
4. The Senior Accounts Officer/Operation/ Rajendra Nagar /TGSPDCL/ Rajendra Nagar Circle



5. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra Nagar Circle.

**Copy to**

6. 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

