



**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 SEVENTH DAY OF JANUARY  
TWO THOUSAND AND TWENTY FIVE

**Appeal No. 36 of 2024-25**

Between

Sri Kusuma Ganesh, s/o. Sailoo, H.No.11-2-72, B.V.Nagar Village, Sircilla  
Mandal, Rajanna Sircilla District - 505 301. Cell: 8019420016.

..... **Appellant**

**AND**

1. The Assistant Engineer/Operation/CESS/T1/Sircilla - 9440814072
2. The Assistant Divisional Engineer/Operation/CESS/Sircilla - 9154280437
3. The Accounts Assistant Officer/ERO/Sircilla - 9440814069
4. The Divisional Engineer/OP/CESS/Sircilla - 9440814059

.....**Respondents**

This appeal is coming on before me for final hearing on 03.01.2025 in the presence of the appellant in person virtually and Smt. A. Sushma - AE/OP/CESS/T1/Sircilla and Sri R. Srinivasulu - ADE/OP/CESS/Sircilla - for the respondents and having stood over for consideration, this Vidyut Ombudsman passed the following:-

**AWARD**

This appeal is preferred aggrieved by the Award passed in C.G.No.300/2024-25 dt.03.12.2024, Nizamabad Circle passed by the Consumer Grievances Redressal Forum - II (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL'),

rejecting the complaint.

### **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. 1020140633 (in short 'the subject Service Connection') under Category-I. The respondents have issued CC bill in June 2024 for (185) units for the period May-June 2024 for (28) days requiring the appellant to pay Rs. 1,064/-. The claim of the appellant is that since he consumed (185) units for (28) days, he is entitled for the benefit of Gruha Jyothi Beneficiary Scheme. Therefore it was prayed to rectify the said CC bill.

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

3. In the written reply submitted by respondent No. 1 before the learned Forum, it is, inter-alia, submitted that the CC bill for the subject Service Connection was issued on 05.06.2024 which was billed after (28) days covering the period from May 2024. The subject Service Connection was under Gruha Jyothi Beneficiary Scheme. Since the bill for June 2024 was issued for (28) days, the average units consumption is considered as (204) units. As consumption for the month has gone beyond (200) units, the beneficiary scheme is not applicable to the consumer.

### **AWARD OF THE FORUM**

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

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that if the units for (28) days is (185) in respect of the bill issued in June 2024, the average bill for (30) days is less than (200) units and since the respondents have calculated the bill treating the month as (31) days, the appellant is excluded from getting the Gruha Jyothi scheme. Therefore it is prayed for rectification of the bill in question.

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

6. In the written reply filed by respondent Nos. 1 to 4, it is, inter-alia, submitted that the average units consumption for the bill issued in June 2024 is considered as (204) units which is beyond (200) units. Therefore the appellant is not entitled for the beneficiary scheme.

#### **ARGUMENTS**

7. It is the argument of the appellant that the respondents calculated the average consumption of units of the subject Service Connection for (31) days wrongly instead of (30) days due to which the consumed units are shown (204) units excluding him from the benefit of Gruha Jyothi Scheme for the bill in question. Therefore it is prayed to direct the respondents to rectify the said bill.

8. On the other hand, the respondents have argued that though the bill was issued in June 2024, it is for the month of May 2024 and part of June

2024 and inasmuch as there are (31) days in May month, the average consumption is taken for (31) days which is correct. Accordingly it is prayed to reject the appeal.

## **POINTS**

9. The points that arise for consideration are:-
- i) Whether the appellant is entitled for rectification of bill issued in June 2024 in respect of the subject Service Connection 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**

10. It is an admitted fact that the respondents have released the subject Service Connection to the appellant under LT Category-I. It is also an admitted fact that the bill in question pertains to the month of May 2024 and also part of June 2024 and issued in the month of June 2024.

### **SETTLEMENT BY MUTUAL AGREEMENT**

11. Both the parties have appeared before this Authority on different dates 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**

12. The present appeal was filed on 16.12.2024. This appeal is being disposed of within the period of (60) days as required.

### **CRUX OF THE MATTER**

13. Though the bill in question was issued in June 2024 the major period covered is May 2024. It appears that the respondents are calculating and issuing the CC bills basing on the number of days of commencing month and averaging the said consumption for fixing up the tariff slab. For example, if the CC bill pertains to May and the bill is issued in June, since May month has (31) days, the respondents are averaging the bill for (31) days. Similarly if the CC bill is covered for the month of June and if the said bill is issued in July, the average bill is taken for (30) days. This is the uniform procedure followed by the respondents for all the consumers, whether they are beneficiaries of Gruha Jyothi scheme or not. Since the bill in question was for the period covering May 2024 and issued in June 2024, the number of days taken is (31) because May month is of (31) days. It is significant to note that the respondents have added (3) days average consumption to the (28) days consumption for arriving for 31 days consumption, which resulted in (204) units which is beyond 200

units. This procedure followed by the respondents is correct. During the course of arguments both sides have stated that the appellant has been getting the benefit of Gruha Jyothi Scheme prior to the disputed bill and also subsequent to the disputed bill. In view of these factors, I hold that the appellant is not entitled for rectification of the CC bill issued in June 2024. Thus the impugned Award of the learned Forum is not liable to be set aside. These points are decided accordingly against the appellant and in favour of the respondents.

**POINT No. (iii)**

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

**RESULT**

15. 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 the 7th day of January 2025.

**Sd/-**

**Vidyut Ombudsman**

1. Mr. Kusuma Ganesh, s/o. Sailoo, H.No.11-2-72, B.V.Nagar Village, Sircilla Mandal, Rajanna Sircialla District - 505 301. Cell: 8019420016.
2. The Assistant Engineer/Operation/CESS/T1/Sircilla - 9440814072.
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5. The Divisional Engineer/OP/CESS/Sircilla - 9440814059.

**Copy to**

6. The Chairperson, CGRF - II, TGNPDCL, Power House Compound, Heritage Building, Nizamabad.

