



BEFORE THE VIDUYUT 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
VIDUYUT OMBUDSMAN**

MONDAY THE TENTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY FIVE

Appeal No. 45 of 2024-25

Between

Sri Bodapudi Laxminarayana (complainant), s/o. Venkaiah, Ameenabad Village,
Ananthagiri Mandal, Suryapet District - 508206. Cell: 7382197128.

..... **Appellant**

AND

1. The Assistant Engineer/Operation/Ananthagiri/TGSPDCL/Suryapet District.
2. The Assistant Divisional Engineer/Operation/Munagala/TGSPDCL/Suryapet District.
3. The Accounts Assistant Officer/ERO/Kodada/TGSPDCL/Suryapet District.
4. The Divisional Engineer/Operation/Huzurnagar/TGSPDCL/Suryapet District.
5. The Superintending Engineer/Operation/Suryapet/TGSPDCL/Suryapet District.
6. The Chief Engineer/Commercial/Corporate Office/TGSPDCL/Hyderabad.

.....**Respondents**

This appeal is coming on before me for final hearing on this day in the presence of the appellant and the authorised representative of the appellant and Sri B. Rama Naik- ADE/OP/Munagala for the respondents and having stood over for consideration, this Viduyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award in C.G.No.225/2024-25
dt.21.12.2024, Suryapet Circle passed by the Consumer Grievances Redressal

Forum - I Rural (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 is that the respondents have released Service Connection No.4251700054 (in short 'the subject Service Connection'). The old energy meter was replaced by a local electrician with a new meter due to the IR Port problem in March 2024. Thereafter the energy recording increased sharply as compared with the previous months without adding any additional load due to wrong connection given by the electrician. It was informed to the local lineman. On 20.04.2024, the issue was examined, after rectification of the wrong connection, the meter is recording the normal consumption. Therefore it is requested to revise the electricity bill for March and April 2024 in respect of the subject Service Connection.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply submitted by respondent No.3, it is, inter-alia, submitted that the bill was revised from June 2024 to November 2024 and an amount of RS.7,999/- was withdrawn.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has allowed the complaint in part as stated above.

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, reiterating the contents of his complaint filed before the learned Forum.

WRITTEN SUBMISSION OF THE RESPONDENTS

6. In the written reply filed by respondent No.1, he has submitted that the meter was working properly. The abnormal demands raised in April and May 2024 was due to high consumption of units utilised by the appellant. It may be due to internal wiring problems also.

7. In the written reply filed by respondent No.3, it is submitted that the demand was raised for the subject Service Connection in the month of April 2024 for Rs.10,015/- and in the month of May 2024 for Rs.5,6,53/-. As per the direction of the learned Forum, the bill was revised for the month of April 2024 for 968 units and an amount of Rs1,617/- was withdrawn and effected credit JE.

ARGUMENTS

8. It is argued by the appellant that there was only normal usage of electricity in the subject Service Connection at the relevant time and there was no issue in the electric motor also and also internal wiring problem. Therefore it is prayed to withdraw the balance amount due.

9. On the other hand, the respondents have supported the Award of the learned Forum.

POINTS

10. The points that arise for consideration are:-

- i) Whether the balance disputed amount of CC bills for the months of April 2024 and May 2024 are liable to be withdrawn?
- 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

11. It is an admitted fact that the respondents have released Service Connection No. 4251700054 to the appellant. It is also an admitted fact the learned Forum has directed respondent No.3 to revise CC bills of the appellant from December 2023 to March 2024 for 158 units and also revise the bills for the month of April 2024 duly deducting 158 units from 1126 billed units. Now the appellant claims benefit of part of April 2024 and entire May 2024 bill.

SETTLEMENT BY MUTUAL AGREEMENT

12. Both the parties have appeared before this Authority on different dates, physically and 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 20.01.2025. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The written reply of respondent No.3 shows that the CC bill of the appellant for April 2024 for 968 units and an amount of Rs.1,617/- was withdrawn as per direction of the learned Forum.

15. It appears that the main dispute is in respect of the bills for the month of April and May 2024. In this case, the meter was tested and the MRT test report shows that the performance of the meter was found satisfactory. It appears that there was an internal wiring problem to the electric motor in the premises of the appellant. The learned Forum has considered all the relevant factors and came to the correct conclusion. Therefore I hold that the appellant is liable to pay the balance due amount and the Award of the learned Forum is not liable to be set aside. These points are accordingly decided against the appellant and in favour of the respondents. However, having regard to the facts and circumstances of the case the appellant is entitled for grant of instalments.

POINT No. (iii)

16. In view of the findings on point Nos. (i) to (iii), the appeal is liable to be rejected.

RESULT

17. In the result, the appeal is rejected, confirming the impugned Award passed by the learned Forum. However, the appellant is granted (6) monthly equal instalments to pay the due amount. Respondent No.3 is directed to issue the notice of the said instalments without adding surcharge or interest etc., The first of such instalment shall be paid on or before 10.03.2025. The remaining monthly instalments shall be paid every month thereafter.

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 10th day of February 2025.

**Sd/-
Vidyut Ombudsman**

1. Sri Bodapudi Laxminarayana(Complainant), s/o. Venkaiah, Ameenabad Village, Ananthagiri Mandal, Suryapet District - 508206. Cell: 7382197128.
2. The Assistant Engineer/Operation/Ananthagiri/TGSPDCL/Suryapet District.
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7. The Chief Engineer/Commercial/Corporate Office/TGSPDCL/Hyderabad.

Copy to

8. The Chairperson, Consumer Grievances Redressal Forum of TSSPDCL-Rural, H.No.8-03-167/14, GTS Colony, Yousufguda, Hyderabad.

