



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 NINETEENTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY SIX

Appeal No. 47 of 2025-26

Between

Sri V. Somraju, s/o. V. Veera Raghava Chakravarthy, H.No.1-5-726, New Maruthi Nagar,
Kothapeta, Hyderabad - 5000 060. Cell: 7013795900.

..... **Appellant**

AND

1. The Assistant Engineer/Operation/Kothapet/TGSPDCL/Saroor Nagar.
2. The Assistant Divisional Engineer/Operation/Saroor Nagar/TGSPDCL/Saroor Nagar.
3. The Assistant Accounts Officer/ERO/Saroor Nagar/TGSPDCL/Saroor Nagar.
4. The Accounts Officer/Revenue/Saroor Nagar/TGSPDCL/Saroor Nagar.
5. The Divisional Engineer/Operation/Saroor Nagar/TGSPDCL/Saroor Nagar.
6. The Superintending Engineer/Operation/Saroor Nagar/TGSPDCL/Saroor Nagar.

..... **Respondents**

This appeal is coming on before me for final hearing on this day in the presence of the appellant, virtually and Sri V. Rohith Raja - AE/OP/Kothapet, Ms.G.Pavani - AAO/ERO/Saroor Nagar and Sri MD Farhath Ali - DE/OP/Saroor Nagar 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 by the Consumer Grievances Redressal Forum - II (Greater Hyderabad Area), (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL')

in CG. No. 157/2025-26/Saroor Nagar Circle dt. 23.12.2025, 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. 1673 03744 (in short 'the subject Service Connection') to the appellant. There was an electrical accident in the house of the appellant in March 2025. Owing to the said accident, the appellant received a huge bill of Rs.16,000/- in April 2025. The appellant is aged about (90) years. The appellant paid in all Rs.23,372/- from April 2025 to October 2025. The average monthly electricity bill of the appellant is only Rs.750/- per month. Therefore it was prayed to waive Rs.16,000/- towards electricity bill issued in April 2025.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.2 and 3, separately, before the learned Forum, it is, inter-alia, submitted that after verification of the bill issued in April 2025, fresh bill was issued in status '02'. It was observed that the meter installed at the premises of the appellant was a 3-phase meter whereas it was shown as single phase in EBS leading to discrepancies. The meter was tested and it was found normal. The meter was replaced on 01.09.2025. Thereafter a letter was submitted to the ERO for revision of the bills from March 2025 to September 2025. As per the request of respondent No.1 an amount of Rs.9,549/- 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 and directed the respondents to

revise the bills from April 2025 to August 2025 etc.,

5. Aggrieved by the Award of the learned Forum, the present appeal is preferred reiterating the contents of the complaint filed before the learned Forum and praying to direct the respondents to revise the bills and refund the excess amount paid.

WRITTEN REPLIES OF THE RESPONDENTS

6. In the written reply filed by respondent No.2 he has reiterated the contents of his written reply filed before the learned Forum.

ARGUMENTS

7. Heard both sides. It is submitted by respondent No.3 that now journal adjustment was made for Rs.12,573/- and as such an amount of Rs.12,069/- is the account of the appellant as credit balance.

POINTS

8. The points that arise for consideration are:-
- i) Whether the appeal is liable to be closed? and
 - ii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

9. The admitted facts are as under:-
- i. Bills were issued under meter struck up status '02' from March 2025 to September 2025.
 - ii. Both the parties had admitted that there was an abnormal consumption recorded in the energy meter, consequently huge bill was recorded.

SETTLEMENT BY MUTUAL AGREEMENT

10. 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. The appellant pleaded that the relief given during the hearing at the learned Forum over withdrawal of Rs. 9,549/- is not justified and hence requested for further relief since his average monthly bill is Rs.700/- to Rs.750/-. Respondent No.2, based on the argument of the consumer and relevant facts has proposed for revision of abnormal consumption from the period 07.03.2025 to 23.04.2025. Subsequently, the bills were revised and an amount of Rs.12,573/- was deducted vide JE No.9001 and given credit under the account of the subject Service Connection. Hence, the dispute is mutually resolved as the appellant has shown his satisfaction towards the amount credited i.e., Rs.12,573/-.

REASONS FOR DELAY IN DISPOSING OF THE APPEAL

11. The present appeal was filed on 20.01.2026 This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

12. Since, respondent No.2, has proposed for revision of abnormal consumption from the period 07.03.2025 to 23.04.2025 and revised the bills and an amount of Rs.12,573/- was deducted vide JE No.9001 and given credit under the account of the subject Service Connection and the appellant has also shown his satisfaction towards the same, the appeal is liable to be closed.

Point No.(iii)

13. In view of the findings on point No.(i), the appeal is liable to be closed.


RESULT

14. In the result, the appeal is closed.

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 19th day of February 2026.

**Sd/-
Vidyut Ombudsman**

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1. Sri V. Somraju, s/o. V. Veera Raghava Chakravarthy, [H.No.1-5-726](#), New Maruthi Nagar, Kothapeta, Hyderabad - 5000 060. Cell: 7013795900.
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 7. The Superintending Engineer/Operation/Saroor Nagar/TGSPDCL/Saroor Nagar.

Copy to

8. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL-GHA, Vengal Rao Nagar Erragada, Hyderabad.