

**BEFORE THE 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.**

**PRESENT**

- |                       |                         |
|-----------------------|-------------------------|
| Sri S. Bajaranga Babu | Chairperson             |
| Sri L. Pandya         | Member Technical        |
| Smt. K. Shobha Rani   | Member Finance          |
| Sri Md. Amjad Ali     | Member Consumer Affairs |



**C.G. No:190/2016-17/RANGAREDDY EAST CIRCLE**

**This the 31<sup>st</sup> day of August, 2016**

**BETWEEN**

Sri A. Purushotham,  
C/o.Greenwood Estates,  
IInd floor,  
H.No.5-4-187/3 & 4,  
Soham Mansion,  
M.G. Road,  
Secunderabad.500 003.  
Cell No.8978144447.

**Complainant**

**S.C.No.2303 01581 – Request for refund of excess paid amount - Regg.**

**AND**

1. The Asst. Divisional Engineer/O/Sainikpuri/TSSPDCL/RR Dist.
2. The Asst. Accounts Officer/ERO/Sainikpuri/TSSPDCL/RR Dist.
3. The Divisional Engineer/O/Sainikpuri/TSSPDCL/RR District.
4. The Superintending Engineer/O/RR East Circle/TSSPDCL/Hyderabad.

**Respondents**

\* \* \*

The complaint is taken up by the Forum and the following points are discussed :

**1. Description of the complaint (grievance), Relief sought, Expenses/Compensation claimed by the complainant and description of the documents:**

The Complainant, Sri A. Purushotham, C/o. Greenwood Estates, M.G. Road, Secunderabad approached the Forum vide letter dated 29.06.2016 wherein he stated as follows:

The complainant stated that they have obtained a three phase connection in September, 2008 bearing S.C.No.2303 01581 for construction of residential apartments in Sy.Nos.202 to 206 at Kowkur Village, Malkajgiri Mandal, RR District. The department sent a bill for Rs.1,91,636.00 in 03/2015. As per the data collected from September, 2008 to February, 2015 that the department has issued bills upto May, 2012 and thereafter the Department has not taken meter readings every month but issued a bill of Rs.1,46,176.00 in the month of November, 2014 and monthly minimum charges upto March, 2016.

He also stated that they have addressed a letter to the department that they have completed the construction work in December, 2012, since then the usage of power is minimum. They have given a complainant that the meter stops functioning since September, 2014 but the department people instead of replacing the meter have disconnected the service in March, 2015. As per the data, the service was under disconnection since February, 2015 but the departmental officials are showing an amount of Rs.2,23,877.00 as due and monthly minimum charges have been levied from December, 2014 under disconnection period. The concerned officials have disconnected their 4 link services for non-payment of the above amount. On 24.03.2016, they paid an amount of Rs.1,00,000.00 for restoration of the supply to the link services. On verification of the office

records, it is found that there is a balance of Rs.76,474.00 as due after payment of Rs.1,00,000.00 by them. We have requested the department vide letter dt.02.06.2016, duly paying the due amount of Rs.76,474.00, for dismantlement of the S.C.No.2303 01581. The complainant requested the forum to issue necessary directions to the concerned officials to arrange rectification of the bills as per the meter reading and do the needful.

The complaint was acknowledged and registered as C.G. No:190/16-17 and a copy sent to the Respondents for their written submissions.

## **2. Gist of reply of the Licensee as stated in the written submission and description of the Documents:**

The first Respondent, ADE/O/Sainikpuri vide Lr.No.829 dated 18.07.2016 submitted that the Ex-DEE/DPE has booked a short billing case against the S.C.N.2303 01581 on 08.10.2014 for 18962 units amounting to Rs.1,68,127.00 and in next month, the meter issued a bill for 16194 units for Rs.1,78,853.00 including previous arrears and the service was disconnected in 02/2015 for non-payment. The link services were disconnected on 21.03.2016 and after payment of Rs.1,00,000.00 by the consumer, the supply to the link services were restored. The consumer has given a letter for dismantling the service on 02.06.2016 but the same was not done as the finalization of the short billing case was pending. Now, the DEE/O/Sainikpuri has issued final assessment orders for 0 amount as the consumer already paid the assessment amount in the current consumption bills. The AAO/ERO/Sainikpuri has issued a dismantle order after adjusting all the deposits, interests and collecting the balance amount of Rs.76,474.00. The meter is also removed from the consumer's premises for permanent closure of the account.

The second Respondent, AAO/ERO/Sainikpuri vide Lr.No.195 dt.21.07.2016 submitted that as per the request of the consumer, the demand raised during the disconnection period of Rs.45,970.00 has been withdrawn, security deposit of Rs.13,928.00 was adjusted against the dues and the balance amount of Rs.76,474.00 has been collected in 05/2016.

He further stated that a short billing case for 18,962 units amounting to Rs.1,68,127.00 booked in 10/2014 but the meter reader issued the bill in 11/2014 for 19,374 units amounting to Rs.1,46,170.00 which has been paid by the consumer. Hence, the DEE/O/Sainikpuri has issued final assessment orders for 0 amount and the dismantle order has been issued.

## **3. Notice Of Hearing:**

A notice of hearing was issued by the Forum requesting the Complainant and the Respondents to appear before the Forum on **25.07.2016** at **11.00 AM** at Door No.8-3-167/E/1, Central Power Training Institute (CPTI) Premises, GTS Colony, Vengal Rao Nagar, Erragadda, Hyderabad-45 to make submissions either in person or through representative, if they so desired, along with additional information to be furnished, if any.

## **4. Hearing on 25.07-2016:**

The following were present:

Complainant

Sri G. Kanaka Rao rep. of Sri A. Purushotham.

Respondents

First Respondent, Sri Srinivasa Reddy, ADE/O/Sainikpuri.

Second Respondent, Sri E. Narasimha Reddy, AAO/ERO/Sainikpuri.

## **Deposition of the complainant:**

Sri G. Kanaka Rao, aged 59 years, S/o. Sri G. Subba Rao R/o. M.G. Road, Secunderabad deposited before the Forum as follows:

## **Deposition of Respondents:**

Sri V. Tulasi Ram, aged 40 years, S/o. Sri V. Bheekya, working as ADE/O/Quatubullapur deposited before Forum as follows:

The consumer has to pay 50% of the initial assessment amount and after issue of the final assessment orders by the DEE/O/Medchal, the consumer has to pay the balance amount.

## **5. Issues involved and the jurisdiction of the Forum**

The complaint relates to withdrawal of short billing notice issued to the service of the complainant, which attracts the provisions of Regulation No.1 of 2004 of APERC as adopted by the Hon' ble TSERC.

## **6. The above issues are discussed hereunder :**

1. The complainant approached the Forum stating that a demand notice has been issued for payment of Rs.1,18,991.00 by the electricity department for the meter defective period from 19.06.2012 to 15.03.2016 stating that the y phase in the meter is not recording the currents. The complainant requested the Forum to rectify the same and withdraw the short billing notice issued by the department.
2. The Respondents submitted that the consumer's premises was inspected in February, 2016 and suspected that the meter is not recording the consumption in Y phase and referred the same to DPE Wing. The DPE Wing based on the MRT Report that the Y phase is not recording currents but consumer is availing three phase healthy supply, assessed the short billing for Rs.1,18,490.00. Subsequently, a short billing notice for Rs.1,18,490.00 has been issued being the meter defective period from 19.06.2012 to 15.03.2016 in terms of Clause No. 7.5.1 of the GTCS as amended from 31.05.2014 vide in Clause No.7.5.1.4.4.
3. The complainant, during the course of hearing, deposed that he is not in a position to pay the full amount and requested for sanction of installments for payment of the short billing amount.
4. The Respondents, during the course of hearing, deposed that the consumer has to pay 50% of the initial assessment amount. After issue of final assessment orders by the DEE/O/Medchal has to pay the balance amount.

## **7. ORDER**

Having verified and heard the case, and the material produced before the Forum, the Forum is of the considered opinion the following order issued:-

*"Admittedly the complainant Sri. A. Purushotham is a consumer of SC No: 230301581 he obtained the said service connection from the electricity department in the month of September 2008 for construction of Residential Apartment in land survey no. 202 to 206 of Kowkur Village, Malkajgiri Mandal, RR dist. On 08.10.2014 the DEE/DPE has booked a short billing case against the service connection of the consumer for 18962 units amounting to Rs. 1,68,127/- and in the next month the meter issued a bill for 16194 units for Rs. 178853/- including previous arrears. The service was disconnected in the month of February 2015 for nonpayment of the due amount.*

*Though the consumer filed this complaint for the relief of rectification of the bills as per the meter reading. The consumer paid an amount of Rs. 1,00,000/- on 23.04.2016 towards the arrears of due amount for restoration supply of link services after that when he verified records it was found that there is balance Rs. 76474/- as due after paying 100000 after by them. Subsequently on 02.06.2016 the consumer made an application to the department duly paying the balance amount of Rs. 76474/- for dismantlement of SC No: 230301581.*

*As per the written submission of Licensee as the consumer has given a letter for dismantling the service on 02.06.2016 but the same was not done as the finalization of short billing cases was pending and subsequently the DE/Op/Sainikpuri has issued final assessment order for 0 amount and the dismantle order has been issued.*

*Since the consumer has paid all the due amount to the department and the DEE/OP/Sainikpuri has already issued final assessment order for 0 amount, as the consumer already paid the assessment amount in the cc bills. In this case AAO/ERO/Sainikpuri already issued dismantle order after adjusting all the deposits, interest and collecting the balance amount of Rs. 76474/- . hence the Respondents are directed to dismantle the service connection No. 230301581 since the consumer has already paid due amount and DE/Op/Sainikpuri has already passed FA order for 0 amount and also passed dismantled order. Hence, the Respondents are directed to complete the dismantle of the service connection of the complainant and submit the compliance report along with satisfactory letter of the complainant."*

The complaint is disposed off accordingly.

The above order shall be implemented within 21 days from the date of its receipt, and compliance furnished to the forum within a week thereafter.

The complainant if aggrieved by the above order, may approach the "VIDYUTH OMBUDSMAN" situated at First Floor, 33/11 KV Sub Station, Hyderabad Boats Club Lane, Lumbini Park, Hyderabad-500 063, within 30 days from the date of receipt of this order as per clause 9(1) of Regulation 1 of 2004 of APERC as adopted by the Hon' ble TSERC.

This Order is signed on the 31<sup>st</sup> day of August, 2016.

//Forwarded by Order//



**Chairperson**  
**CHAIRPERSON**  
Consumer Grievances Redressal Forum  
Greater Hyderabad Area  
TSSPDCL, HYDERABAD

**To**

Sri A. Purushotham,  
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IInd floor,  
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