



**BEFORE THE VIDYUT OMBUDSMAN
Andhra Pradesh & Telangana**

:: Present ::

C. Ramakrishna

Date: 25-11-2014

Appeal No. 54 of 2014

Between

Sri. B. Prahalad Rao, The Principal, A.P. Residential School (Boys), Allapur
Village, Toopran, Medak District

... Appellants

And

1. The AAE/Operation/TSSPDCL/Toopran/Medak District
2. The ADE/Operation/TSSPDCL/Toopran/Medak District
3. The AAO/ERO/TSSPDCL/Gajwel/Medak District
4. The DE/Operation/TSSPDCL/Toopran/Medak District
5. The SE/Operation/TSSPDCL/Medak Circle/Sangareddy

... Respondents

The above appeal filed on 11-09-2014 has come up for final hearing before the Vidyut Ombudsman on 20-11-2014 at Hyderabad. The appellant, as well as respondents 1 to 3 above were present. Having considered the appeal, the written and oral submissions made by the appellants and the respondents, the Vidyut Ombudsman passed the following:

AWARD

2. The appeal arose out of the complaint of the consumer about raising an abnormal bill for the month of May 2014. The appellant was not happy with the action taken by the respondents consequent to the orders of the CGRF. Hence the appeal.

3. The appellant stated in his appeal that in the month of May, 2014 while his school remained closed till 12-06-2014 for the summer vacation, he received an abnormal bill for 9000 units on 09-06-2014; that his request for recitification of the bill remained unheeded; that on approaching the CGRF, the CGRF had ordered payment of partial amount while directing that the respondents shall finalize the bill as per MRT reports; that so far, he had not received the MRT reports or any rectified bill; that the respondents have served on him a bill on 06-08-2014 showing an amount of Rs. 82,789/- which showed an amount of Rs. 61,655/- towards arrears; and that in spite of his seeking a clarification on the arrears amount, no clarification has come his way till today from the respondents. Through his submission filed on 25-09-2014, the appellant submitted that the bill for the month of June, 2014 has so far not been served on him.

4. Notices were issued for hearing the matter. The respondent ADE filed his written submissions stating that as per the CGRF's orders when they got the meter tested in the presence of the appellant, the test result showed that the meter is working correctly. He enclosed a copy of the test report and also the account statement of the service connection.

5. During the course of the hearing, the appellants and the respondents confirmed what they stated in writing. The key points that arose for consideration in this appeal are:

- a. Whether or not the bills raised on the appellant are correct;
and
- b. Whether or not the CGRF's order is liable to be set aside in this case.

6. During the course of hearings, the appellant and the respondents agreed that they have no dispute with regard to the findings by the meter test result. This authority also could not find any reason to suspect the meter test result. Therefore, it has to be concluded that the meter readings were all correct. Then the only thing that can possibly explain the sudden jump in the consumption during off-peak months for the school is irregular meter readings over a period of time or a real jump in the consumption during the month in question. Closed, as the school is, for summer vacations, it is not possible to have a jump in recorded consumption. So, the only thing that is left to deduce is the possible lethargy on the part of the meter reader resulting in incorrect recording of the recorded units over a period of time. As there is nothing adverse that is found with the meter, the readings, at worst would have accumulated over time and that is the only plausible explanation for the sudden jump in consumption reflected in the June 2014 bill. Therefore, the appellant is liable to pay the amount. Neither the appellant nor the respondents could put forth any other reason for the sudden jump. During the course of the hearings, the respondents submitted a detailed statement explaining the arrears due and the amounts paid and the balances due. The respondents showed that an amount of Rs. 61,194/- is

due from the appellant for the period May, 2014 to October, 2014. Therefore, the bills raised over time from May, 2014 are found to be correct.

7. Coming to the CGRF's order, nothing wrong is found with the order. The CGRF ordered a sensible testing of the meter and revision of bills, if needed. But as the meter test showed that there is nothing wrong with the meter, the appellant is liable to pay the bills as raised by the respondents from time to time.

8. Therefore, it is hereby ordered that:

- there is nothing wrong with the bills raised on the appellants; and
- the appellants shall pay Rs. 61,194/- that is outstanding against the school for the period May, 2014 to October, 2014.

9. Sensing that there is some lethargy on the part of the respondents in properly clarifying the doubts of the consumer over the billing issue, this authority directs that the respondents shall assist the appellant in deciphering and / understanding the contents of the bills and account statements properly.

10. This order is corrected and signed on this 25th day of November, 2014.

11. A digitally signed copy of this order is made available at www.vidyutombudsman.ap.gov.in.

VIDYUT OMBUDSMAN

To

1. Sri. B Prahalad Rao, The Principal, A.P. Residential School (Boys),
Allapur Village, Toopran, Medak District
2. The Additional Assistant Engineer, Operation, TSSPDCL, Toopran, Medak
District - 502 334
3. The Assistant Divisional Engineer, Operation, TSSPDCL, Toopran, Medak
District - 502 334
4. The Assistant Accounts Officer, ERO, Gajwel, TSSPDCL, Medak District -
502 278
5. The Divisional Engineer, Operation, TSSPDCL, Toopran, Medak District -
502 334
6. The Superintending Engineer, Operation, TSSPDCL, Medak Circle,
Sanjeevayya Nagar, Sangareddy - 502 001

Copy to:

7. The Chairman, C.G.R.F-1,(Rural), TSSPDCL, Door No. 8-3-167/14, GTS
Colony, Vengalraonagar Colony, Erragadda, Hyderabad - 500 045.
8. The Secretary, TSERC, 11-4-660, 5th Floor, Singareni Bhavan, Red Hills,
Hyderabad - 500 004.