



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 TWENTIETH DAY OF NOVEMBER
TWO THOUSAND AND TWENTY FIVE

Appeal No. 28 of 2025-26

Between

M/s. C.S. Bros and Co(C.P) Pvt. Ltd., # 10-3-85/4, East Marredpally,
Secunderabad-500026, represented by Sri Shridhar Rao(Authorised Person)
Ph: No: 9391029189.

.....Appellant

AND

1. The Assistant Engineer/Op/Saifabad /TGSPDCL/Hyd. Central Circle.
2. The Assistant Divisional Engineer/Op/Saifabad/TGSPDCL/Hyd. Central Circle.
3. The Assistant Accounts Officer/ERO/Mint Compound/TGSPDCL/Hyd. Central Circle.
4. The Divisional Engineer/Op/Saifabad/TGSPDCL/Hyd. Central Circle.
5. The Superintending Engineer/Op/Hyd. Central/TGSPDCL/Hyd. Central Circle.
6. The Assistant Divisional Engineer/DPE-I/TGSPDCL/Hyd. Central Circle.
7. The Assistant Divisional Engineer/HT & CT Meters/TGSPDCL/Hyd. Central Circle.

..... Respondents

This appeal is coming on before me for final hearing on 18.11.2025 in the presence of Sri Shridhar Rao - authorised representative of the appellant and Sri K. Hari Singh - AE/OP/Saifabad, Sri K. Durga Srinivas-ADE/OP/Saifabad, Sri K. Naga Shekar - ADE/DPE-I, Sri P. Phani - ADE/DPE-I/Hyd Smt. P. Sunitha - AAO/ERO/Mint Compound and Sri L. Nehru Naik - DE/OP/Saifabad for the respondents and having stood over for consideration till this day, this Vidyut Ombudsman passed the following Award:

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 C.G.No. 64/2025-26/Hyderabad Central Circle dt.23.09.2025, allowing the complaint in part.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The respondents have released Service Connection No. B1010490 (in short (the subject "Service Connection") to the appellant. The respondents have issued an excessive demand of Rs.58,077/- (Rupees fifty eight thousand seventy seven only) against the subject Service Connection in respect of the defective meter in March 2025 after the premises was vacated in December 2024. It was accordingly prayed to quash the said demand, to direct the respondents to issue a revised bill based on minimum charges for the period from January 2025 to June 2025 and also to direct reconnection to the subject Service Connection, if not already restored.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by respondent No.1 before the learned Forum, it is, inter-alia, submitted that he visited the premises of the appellant on 15.03.2025 and found that the capacitors are connected on load side and capacitive currents observed and in meter one Phase Voltage found missing.

Accordingly, he informed the same to the DPE and MRT wings for attending the complaint. The MRT wing attended the complaint on 27.03.2025 and rectified the defect and also downloaded MRI data for detailed analysis by the LT DPE wing. The consumer (appellant) was advised to remove the capacitors. Based on the inspection of MRI data, respondent No.6 registered a short billing case on 06.05.2025. Thereafter respondent No.2 issued the Provisional Assessment Order notice dt.07.05.2025 (in short 'impugned notice'). The short billing occurred due to partial missing of one phase voltage from 19.05.2024 to 22.11.2024. The excess bills for January and February 2025 was due to capacitors connecting to outgoing load terminals which acted as load.

4. In the written reply filed by respondent No.3, before the learned Forum, it is, inter-alia, submitted that the appellant is liable to pay the amount mentioned in the impugned notice. It is also submitted that short billing assessment notice was issued for an amount of Rs.58,077/- as per Clause 7.5.1 of the General Terms and Conditions of Supply (in short GTCS'). On analysis of the MRI data, it is revealed that the voltage is missing in 'B' phase and the percentage error is -24.50%.

5. In the written replies filed by respondent Nos.6 and 7 separately, they too contended similar to the written replies of respondents 1 and 3.

AWARD OF THE FORUM

6. After considering the material on record and after hearing the respondents, the learned Forum has allowed the complaint in part by holding that the assessment shall be made for 137 days instead of 187 days.

GROUND OF APPEAL

7. Aggrieved by the order passed by the learned Forum the present appeal is preferred reiterating the contents of its complaint before the learned Forum. It is accordingly prayed to set aside the impugned notice and the impugned Award and also to direct the respondents to revise the bills for the relevant period based on actual consumption and also to extend benefit of Sec.56(2) of the Electricity Act (in short 'the Act') etc.,

WRITTEN SUBMISSION OF RESPONDENTS

8. In the written reply filed by respondent No.3 before this Authority in compliance of the Award passed by the learned Forum the short billing demand is arrived at Rs.33,058/- (Rupees thirty three thousand fifty eight only).

9. In the written reply filed by respondent Nos. 6 before this Authority, it is submitted that the subject meter was defective with (-24.5)% error by regular

checkup by MRT wing. R - phase voltage was missing for the subject Service Connection.

ARGUMENTS

10. The learned authorised representative of the appellant, has filed written submissions, contending among other things, that the short billing demand by the respondents is not correct and even without consumption of electricity the bill for Rs.58,077/- was issued; that the claim is barred by limitation under Sec.56(2) of the Act and hence he prayed to set aside even for Rs.33,058/- for the period of (137) days as ordered by the learned Forum.

11. On the other hand, the respondents have supported the Award of the learned Forum. It is accordingly prayed to reject the appeal.

POINTS

12. The points that arise for consideration are:-

- i) Whether the appellant is entitled even for withdrawal of the amount of Rs.33,058/- of short billing?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside?
- iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

13. It is an admitted fact that the respondents have released the subject Service Connection in the name of the appellant. The learned Forum held that

the assessment shall be for a period of (137) days instead of (187) days.

SETTLEMENT BY MUTUAL AGREEMENT

14. Both the parties have appeared before this Authority virtually and physically. 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

15. The present appeals were filed on 29.10.2025 This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

PHASE MISSING

16. In the present case it is relevant to know the relevant technical aspects of phase missing. They are as under:-

I) LOW TENSION CURRENT TRANSFORMER METERS (LTCT METERS)

An LTCT (Low Tension Current Transformer) meter arrangement refers to the way energy meters are connected in systems where loads draw high current at low voltage (typically below 1000V), such as in commercial and industrial settings. These meters measure energy consumption by working

with current transformers (CTs), which reduce high current to a safer, smaller value that the meter can easily and accurately register.

PRINCIPLE OF OPERATION

- The main line current passes through the primary winding of the CT.
- The CT produces a much smaller, but proportional, secondary current.
- This secondary current is routed to the energy meter's measured terminals.
- The meter is calibrated to take into account the CT's ratio and accurately record the real energy consumption of the load.
- The terminals of the LTCT meter are connected to the secondary outputs of the CTs (usually marked as S1 and S2 for each phase).

II) METER TERMINAL ARRANGEMENT

- For a three-phase LTCT meter, there are usually 11 or 12 terminals:
- Terminals are connected to phase inputs (R, Y, B) and to the neutral.
- Separate terminals are provided for incoming and outgoing connections from CT secondaries to ensure proper polarity and accuracy.

III) DOCTRINE OF CT METER

- CTs allow safe measurement of high currents without exposing the meter to dangerous voltage or current levels.
- The arrangement is ideal for industrial, commercial, and large residential complexes.
- The meter reads a scaled-down current and voltage. The actual consumption = Meter Reading × CT Ratio.

17. The appellant is having above said LTCT meter arrangement for his Service Connection No. B1010490. In this metering setup, the R-Phase voltage was missing intermittently. What makes a difference in billing of energy consumption if one phase voltage is missing intermittently. For all metering currents circuits, which is generally existing, the power consumption in hours KVAH is:

$$\text{Energy (KVAH)} = \frac{P(W) \times T (\text{hours})}{10000}$$

$$\text{Where } P(W) = V \times I \quad (V = \text{Voltages, } I = \text{Currents})$$

When any phase voltage drops from its actual value ≈ 240 V in the metering circuit, the energy consumption recorded shall be less to the extent of the portion in voltage drop. In the present case, the consumer has a healthy 3-phase power supply as the currents pass through the primary winding of the CT, but R-Phase voltage recording is not reflected precisely in the energy meter resulting in recording of less consumption of energy to the extent of the portion of the voltage missing. Some of the reasons for having irregularities are formation of carbon, rust etc., at the terminals.

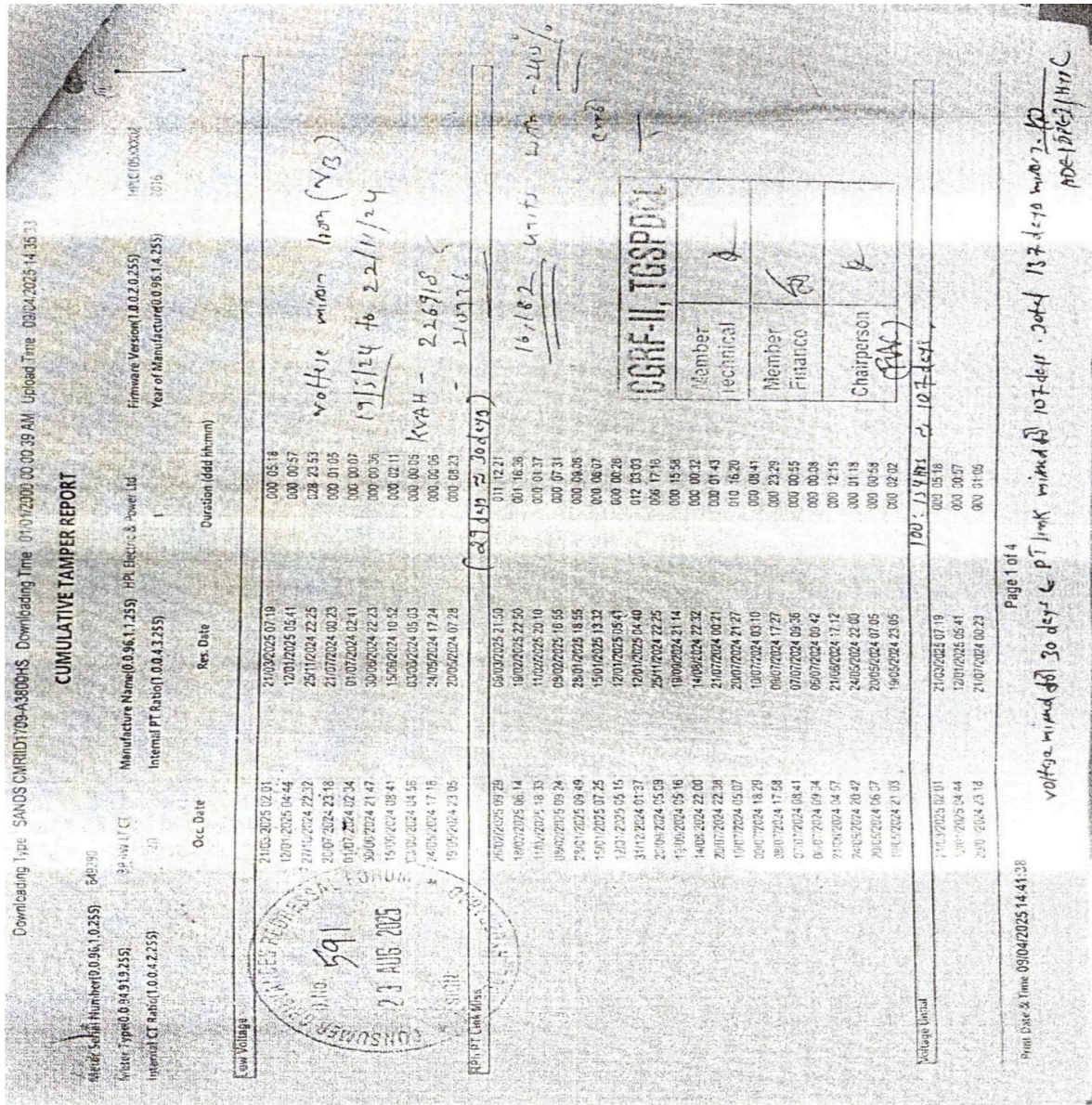
18. The respondents have submitted the detailed dump records of the energy meter which unfolds the actual recording of the various parameters, such as voltages, currents etc., consistent with the time. What are 'Dumps' of energy meters?

A "Dump" of an energy meter refers to the extraction or output of stored data or readings from the meter, usually for analysis, billing or troubleshooting purposes. In technical contexts, this means accessing

historical consumption logs, events, registers, error codes or other internal measurements that the meter records over time.

The procured dump of the subject energy meter reveals that there is R-Phase voltage missing. The dump record shows that the voltages missing are not constant but are intermittent, that is R-Phase voltage is healthy for a certain duration of time and missing for another duration of time. In such a scenario assessment of precise revenue loss has to be decided which is most complex as the given parameters are randomly varying with the time.

19. The GTCS reiterates under Annexure XII (VII) (C) that records of MRI dumps are allowed to establish the defect and assess the loss/shortfall sustained due to such defect or voltage missing. In the present case, it is clearly established through the available MRI Dump data that R-Phase voltage is missing intermittently, so as the energy consumption is not recorded in the meter in concurrence with the healthy supply availed by the appellant. Thus the averments of the appellant to drop the assessment totally cannot be considered. However, a detailed study to ascertain what actual quantum of energy is lost is to be made with the aid of data available in the dumps. The MRI dumps data reveals the following:-



1. The R-Phase voltage is missing regularly and restoring to healthy value by itself.
2. R-Phase was missing intermittently from dt.19.05.2024 from 23.05 from 19.05.2024 to 30.07.2025 11.09 hrs.

3. The voltage missing intermittently are random without any pattern, which shows that there is possibility of loose contact or formation of carbon at the circuit contacts.

The above being the conclusions arrived from the submitted MRI data, what actually was assessed by the respondents and during the course of hearing is stated below:-

(1) Provisional Assessment Notice D.No.105 dt.07.05.2025.

Voltage missing was stated to be B-Phase contradicting the written submission submitted by the inspecting officer ADE/DPE which says R-Phase. The period of assessment was taken from

Date		KVAH reading
19.05.2024	-	210736
22.11.2024	-	226918

An amount of Rs.58,077/- was assessed by the respondents and issued PAO notice dt.07.05.2025. The learned Forum has revised the number of days of assessment from 187 days to 137 days, accounting to 9,209.6 units and an amount of Rs.33,058/- is assessed. Notwithstanding the above, the appellant preferred this appeal towards total waiver of the back billing amount.

20. The above given revised short billed units of 9209.6 was corroborated with the % error of the metering circuit on account of voltage

missing arrived by testing with electronic reference standard test kit. **The Electronic Standard Test kit (ERS kit)** is a portable, highly accurate device used to verify the accuracy of electricity meters by comparing its readings to the reference standards “Meter means including accessories like CT and PT used in consumption with such meter.” The Meter was tested on two accounts initially on 27/03/25 and later on 21/08/25. In the first testing it was found that there is -24% error and later it was found -14.13% of error. The revised assessment of the learned Forum worked out with -24.5% error against 9209.6 units and finalised to 2989 units as the shortfall and an amount of Rs.33,058/- was finalised.

21. It is observed that during initial assessment and its subsequent revised assessment in the learned Forum, the period of assessment of defective period was not taken as per the record available in MRI dump data. The first instance of voltage missing occurred on 19.05.2024 and continued upto 30.07.2025. In view of the above, the period of defect has to be taken as per the MRI dump available which works to (14) months. Based on the above given conclusion the following is the revised assessment:-

Date	KVAH reading
30.07.2025	231340
19.05.2024	<u>210732</u>
	<u>20,617 UNITS</u>

For (14) months, units assessed is $(20617 \times 137) / 420 = 6725$ units to be billed. It is pertinent to note that the meter testing was done on two occasions, resulting in two different errors i.e., on 27.03.2025 the error was recorded as (-24.5%) and on 21.08.2025, the error was recorded as (-14.13%). In view of having random nature of irregularity the % errors of the meter upon testing with ERS kit varied from -24.5% to -14.3%, in view of not having precise information with respect to day to day performance of the meter, it is found reasonable to take average of % errors available i.e., -24.5% and -14.13% which works out to -19.37%.

With -19.37% error = $(6725 \times 19.37) / 80.6 = 1615$ units

EC - 1615 Units x Rs.11 Rate	-	Rs. 17765
ED - 1615 Units x Paisa 0.06	-	<u>Rs. 96.9</u>
Total	-	<u>Rs. 17862</u>

22. Having regard to the facts and circumstances of the case and the nature of dispute, Sec. 56(2) of the Act is not applicable. Like-wise for the same reasons the judgements of the Hon'ble Supreme Court in **KC Ninan v. Kerala State Electricity Board & Others¹**, **Madhya Pradesh Kshetra Vidyut Vitran Co.Ltd v. Bapuna Alcobrew Pvt. Ltd.**, (Civil Appeal No. 1095 of 2013 dt.04.11.2024) and **Kusuman Hotels Pvt. (L) v. Kerala State Electricity Board²** are also not applicable in this case. In view of the above discussion,

¹ (2023) 14-SCC-431

² (2008) IN SC. 729

I hold that the appellant is entitled for partial withdrawal of the amount of Rs.33,058/- and the Award of the learned Forum is liable to be set aside to that extent to that extent. These points are accordingly decided partly in favour of the appellant and party in favour of the respondents.

POINT No. (III)

23. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be allowed in part.

RESULT

24. In the result the appeal is allowed in part by setting aside the impugned Award and the assessment of revenue loss contributing to the random nature of intermittent R-Phase voltage missing is revised to Rs.17,862/- (Rupees seventeen thousand eight hundred sixty two only) instead of (137) days.

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 20th day of November 2025.

**Sd/-
Vidyut Ombudsman**

1. M/s. C.S. Bros and Co(C.P) Pvt. Ltd., # 10-3-85/4 East Marredpally Secunderabad-500026, represented by Sri Shridhar Rao(Authorised Person) Ph: No: 9391029189.
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8. The Assistant Divisional Engineer/HT & CT Meters/TGSPDCL/Hyd. Central Circle.

Copy to

9. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL- 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.