



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**

MONDAY THE TWENTY NINTH DAY OF DECEMBER
TWO THOUSAND AND TWENTY FIVE

Appeal No. 31 of 2025-26

Between

M/s. Sai Traders, Narmala (V), Gambhiraopet (M), Rajanna Sircilla District - 505
304, represented by Sri P. Anil Kumar (Proprietor), Cell: 8106084953.

.....Appellant

AND.

1. The Assistant Engineer/Operation/CESS/Gambhiraopet - 9440814082
2. The Assistant Divisional Engineer/Operation/CESS/Gambhiraopet -
9490473642
3. The Assistant Accounts Officer/ERO/CESS/Gambhiraopet-9440132873
4. The Divisional Engineer/Operation/CESS/Sircilla- 9440814061
5. The Managing Director/CESS/Rajanna Sircilla - 9440814058

..... Respondents

This appeal is coming on before me for final hearing on this day in the presence of the Sri P.Anil Kumar - Proprietor of the appellant and Sri R.Srinivasulu - ADE/OP/Gambhiraopet 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 (Nizambad), (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short

'TGNPDCL') in C.G.No. 76/2025-26/Rajanna Sircilla District dt.13.10.2025, closing the complaint with specific directions to the parties.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The respondents have released Service Connection No.3030900623 (in short "the subject Service Connection"), under Category HT-I. Now the appellant wants for the change of Category of the subject Service Connection from HT-I to HT- I(A) Optional. Therefore it was prayed to direct the respondents to change the said Category.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.4, before the learned Forum, it is, inter-alia, submitted that the sanctioned load of the subject Service Connection is 99 HP, but its connected load is 146 HP. For HT-I(A) Optional Category, HT metering is not available. Therefore the appellant was informed to give consent letter to provide HT metering. Thereafter on payment of the required amount, HT meter will be installed and optional billing will be issued to the appellant.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has directed the appellant to submit the consent letter for payment of estimated charges to provide HT metering with structure

for optional billing under HT- I(A) Optional and the respondents were directed to provide HT metering with structure thereafter.

GROUND OF APPEAL

5. Aggrieved by the impugned Award passed by the learned Forum the present appeal is preferred reiterating the contents of the complaint filed before the learned Forum. It is accordingly prayed to set aside the impugned Award of the learned Forum and direct the respondents to change the Category of the Subject Service Connection to HT -1 (A).

WRITTEN SUBMISSION OF RESPONDENTS

6. In the written reply filed by respondent No.5, it is, inter-alia, submitted that since the appellant exceeded 125 HP load, the service is billed under HT after detection of unauthorised load as per Clause 4.12.10 of Tariff Order FY 2025-26 of the Hon'ble Telangana Electricity Regulatory Commission (in short 'the Commission'). The appellant has not given written consent.

ARGUMENTS

7. The proprietor of the appellant has submitted that as per Clause 4.12.10(b) of the Tariff Order of the Commission, the appellant is entitled for change of Category in the present case. Therefore it is prayed to direct the respondents to change the category of the subject Service Connection from HT to HT- I(A) Optional.

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

POINTS

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for change of Category of the subject Service Connection from HT to HT-I(A)Optional?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

10. The admitted facts are as under :-

- i. The respondents have released the subject Service Connection to the appellant in HT Category.
- ii. The sanctioned load of the subject Service Connection is 125HP and
- iii. The connected load of the subject Service Connection is 146 HP.

SETTLEMENT BY MUTUAL AGREEMENT

11. 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

12. The present appeal was filed on 28.11.2025. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. It is relevant here to reproduce Clause 7.14, Optional Category, which was first introduced by the Hon'ble Commission during the determination of Retail Supply Tariff FY-2016-17. The relevant Clause of the Tariff Order FY 2016-17 is reproduced hereunder:-

“Clause 7.14. Based on the above representations the Commission has introduced a sub-category with contract maximum demand up to 150 kVA under HT-1(A) category at 11kV voltage only and made it an Optional Category. The consumers who qualify under this category are at liberty to opt to remain under HT-1(A) or choose the Optional sub-category for which the tariff rates are determined (compared to HT-I (A) General the demand charges are lower and energy charges are higher).”

A plain reading of the above said Clause goes to show that there are two mandatory conditions for entitlement to be billed under this category, they are:-

- i. The contracted maximum demand shall be upto 150KVA.
- ii. The service connection shall be under industrial category and must avail supply under 11KV voltage.

14. The appellant availed enhancement of load from 99 HP to 125 HP against the subject Service Connection i.e., M/s Sai Modern Rice Mill by paying

the required charges of Rs. 2,07,713/- on dated 29.09.2022. Subsequent to this the AAE/OP/Gambiraopet vide letter dated 07.10.2025, on inspection has detected an unauthorised load of 21 HP over the sanction load of 125 HP and hence informed the appellant to immediately switch over to HT billing.

15. The Managing Director, CESS (respondent No.5 herein) vide letter No. 502, dated 3.11.2025, submitted that the appellant has to convert his service from LT to HT category by paying estimation charges for providing HT metering structure and metering arrangement. Subsequently consumers may opt for the HT-I (A) optional category. During the course of arguments, both sides have submitted that the appellant has given a consent letter as required and also paid the necessary amount for the change of required Category.

16. The appellant has requested to withdraw the additional 3% charges levied upon the recorded energy of the month. In this connection the relevant clause of the tariff order 2025-26 is reproduced here under:-

4.12.10 Metering and Load Conditions:-

Clause (e) Where metering is provided on LT side of transformer (due to space constraints), 3% of the recorded energy during the month shall be added to arrive at the consumption on the high tension side of the transformer.

As per the above given clause it is mandatory to levy 3% of the recorded energy during the month in case metering is provided at the LT side of the transformer, the appellant is having the metering at the LT side of the transformer, hence the 3% excess charges are liable.

17. The appellant during the course of hearing has requested to limit the HT billing by bifurcation to the quantum of load excess upon the threshold limit of LT billing i.e 125HP (for Rice mills). As per the Tariff Order approved by the Commission from time to time, the classification of the billing Category depends upon the existing load of the consumer. The existing load of subject Service Connection is 146HP, as per **PART B: HT TARIFFS** of the Tariff Order 2025-26, the Category of the subject Service Connection falls under **HT-I (A): Industry-General** or **HT-I (A) Optional Category**.

In addition to the above, the entitlement of the HT-I (A) Optional Category is subject to attaining the condition as stated at para No. 13 (ii) i.e, the appellant has to avail the 11kV supply under HT metering arrangement. The present metering setup of the appellant is at LT level of supply, the appellant has to convert the metering arrangement into HT metering setup. Hence, under the circumstances stated the appellant Service Connection shall be billed under HT-I (A) Optional Category only after conversion into HT metering arrangement i.e., it shall be commenced from the date of release of supply under HT metering arrangement after concluding the HT agreement under the HT-I (A) optional category. These points are accordingly decided against the appellant and in favour of the respondents.

POINT No. (iii)

18. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be rejected.

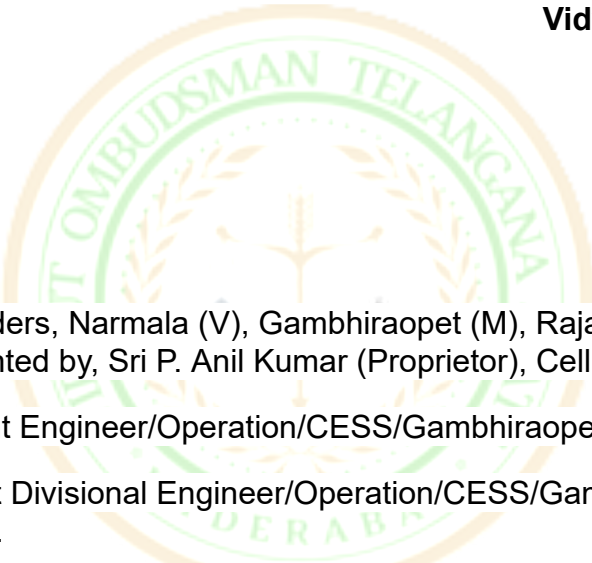
RESULT

19. In the result, the appeal is rejected, confirming the Award passed by the learned Forum.

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 29th day of December 2025.

Sd/-
Vidyut Ombudsman

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1. M/s. Sai Traders, Narmala (V), Gambhiraopet (M), Rajanna Sircilla - 505 304, represented by, Sri P. Anil Kumar (Proprietor), Cell: 8106084953.
 2. The Assistant Engineer/Operation/CESS/Gambhiraopet - 9440814082.
 3. The Assistant Divisional Engineer/Operation/CESS/Gambhiraopet - 9490473642.
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 6. The Managing Director/CESS/Rajanna Sircilla - 9440814058

Copy to

7. The Chairperson, Consumer Grievances Redressal Forum of TGNPDCL- Nizamabad.