



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**

**TUESDAY THE TENTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY SIX**

Appeal No. 43 of 2025-26

Between

Smt. Rolika Keshri, w/o. Sri Vishal Ranjan, Villa No.151, Richmond Villas, Sun City, Rajendra Nagar, R.R. District - 500 008. Cell: 7702167125.

..... **Appellant**

AND

1. The Assistant Engineer/Operation/Himayath Sagar/TGSPDCL/Rajendra Nagar.
2. The Assistant Divisional Engineer/Operation/Rajendra Nagar /TGSPDCL /Rajendra Nagar.
3. The Assistant Accounts Officer/ERO/Gaganpahad/TGSPDCL/Rajendra Nagar.
4. The Divisional Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra Nagar.
5. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra Nagar.

..... **Respondents**

This appeal is coming on before me for final hearing on 05.02.2026 in the presence of Sri Vishal Ranjan - authorised representative of the appellant and Sri G. Satyanarayana- ADE/OP/Rajendra nagar and Smt. Gopi Nagamani - AAO/ERO/Gaganpahad 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. 143/2025-26/Rajendra Nagar Circle, dated 10.12.2025, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the respondents have released the Service Connection No.322706258 (in short 'the subject Service Connection') with a sanctioned load of 5 KW, connected to a 5 KW net metering system at her house. In February and March 2025 after purchasing an electric vehicle the appellant sought to enhance the installed net meter capacity. The local staff arranged a meter replacement for Rs.7,000/-, instead of Rs. 3,000/- which is the official fee. In April 2025 the bill reflected 7154 units and the bill amount was Rs.71,279/. The earlier bills of the appellant were less than Rs.1,000/- per month. In March 2025 the old meter opened at 29,005 and closed at 1,503 units. In April 2025 the inflated bill was issued as stated above. The closing of the old meter was shown as 35389 units instead of 29008 units. From May 2025 onwards solar export credits were not reflected fully. In spite of filing complaints, no action was taken by the respondents. By September 2025 the cumulative demand touched Rs.1,22,000/. The appellant was forced to pay Rs.60,000/- under pressure after power was disconnected. Therefore it was prayed to revise the bills from March to October 2025 on the basis of an average consumption of December 2024 to January 2025 excluding the erroneous units, reverse all excess amounts billed and adjust payments made, refund or adjust Rs. 4,000/- excess meter-replacement charges, refund Rs. 60,000/- collected under coercion and award Rs.50,000/- as compensation for harassment mental agony etc.,

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.1, it is, inter-alia, submitted that a complaint was registered for “net meter burnt” on 11.02.2025 and it was replaced on 28.03.2025. After replacement of meter the import units were recorded higher compared to previous units. Both the meters were billed in IR method and the premises of the appellant was inspected and found that there might be an internal wiring problem. Again on 25.09.2025 the meter was burnt. It was replaced.

4. In the written reply filed by respondent No.3, it is, inter-alia, submitted that as per the revision proposal given in April 2025 the billed units were 7154 pertaining to an old meter. FR 35389 minus EBS old FR 29008 plus new meter FR 1503. Thus total units are 7884. Import units are 7884, export units of new meter are 450 and carry forward units are 280. Thus units to be billed are $7884 - 450 - 280 = 7154$.

AWARD OF THE FORUM

5. After considering the material on record and after hearing both sides the learned Forum has rejected the complaint.

6. Aggrieved by the said Award of the learned Forum, the present appeal is preferred reiterating the contents of her complaint filed before the learned Forum. It is accordingly prayed to set aside the impugned Award and to direct the reassessment of electricity bills from March 2025 to October 2025 on an average consumption basis, direct adjustment / refund of excess amounts collected and direct proper accounting of solar export for the disputed period .

WRITTEN REPLIES OF THE RESPONDENTS

7. In the written reply filed by respondent No.3, before this Authority, she has reiterated her written reply filed before the learned forum.

ARGUMENTS

8. It is submitted by the authorised representative of the appellant, that the impugned Award does not reconcile how the same residential premises could generate a bill of Rs. 71,279/- in April 2025 and revert to Rs.1,212/- immediately after meter replacement; that an abnormal bills were raised from March 2025 to October 2025; that no export of solar units were mentioned during the relevant time; that Rs.7,000/- was collected for replacing the meter instead Rs.3,000/- and that the internal wiring of the subject Service Connection is not defective and the appellant is not responsible for the burnt of two meters. Hence it is prayed to revise the bills and award compensation also etc.,

9. On the other hand the respondents have supported the impugned Award and prayed to reject the appeal.

POINTS

10. The points that arise for consideration are:-

- i) Whether the appellant is entitled for re-assessment of the electricity bills of the subject Service Connection from March 2025 to October 2025 on an average consumption basis?
- ii) Whether the appellant is entitled for adjustment/refund of excess amounts collected from the appellant?
- iii) Whether the respondents have accounted properly of the solar export for the disputed period?

- iv) Whether the impugned Award of the learned Forum is liable to be set aside? and
- v) To what relief?

POINT Nos. (i) to (iv)

ADMITTED FACTS

11. The admitted facts are as under:-

- i) The electricity bills of the subject Service Connection prior to February 2025 were less than Rs.1000/- per month.
- ii) The meters of the subject Service Connection were replaced twice.

SETTLEMENT BY MUTUAL AGREEMENT

12. 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

13. The present appeal was filed on 05.01.2026 This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The main relief sought by the appellant is re-assessment of bills issued during the period from March 2025 to October 2025. It was contended that the meter is defective more-so there is discrepancy in solar export units consumption and that the bills shall be revised on the basis of average consumption. The respondents relied on the units recorded in the energy meter and claimed that there is a defect in the

internal wiring and added that the connected load upon inspection is 34.7 KW and hence contended that there is no reason to revise the bills.

15. Before going to the dispute it is necessary to reproduce the periodical consumption during the disputed period, which is as under:-

09/02/2026, 13:09 Consumption, Billing, Collection and Arrears Particulars



Consumption, Billing, Collection and Arrears Particulars

User : REPORTS LOGIN	Circle : RAJENDRA NAGAR	ERO : 322 GAGANPAHAD	Date :							
Home	Consumption, Billing, Collection and Arrears Particulars									
Consumer Management	Print									
Pre-Paid	Sign Out									
AGL Integration	Service Number	109912265	Last Pay Date							
AAO/ERO Review Reports	Name	ROLIKA KESHRI	Address							
Consumer Deposits	Section Name	18 HIMAYAT SAGAR	Sup.Con.Date							
Bill Processing	Area Name	1802 HV NET METERS	Category							
Check Reading	Contr / Conn Load	5.00/ 5.00	Meter Number							
Operation Reports	Security Deposit	1000.00	Meter Phase							
Billing Reports	Multiplying Factor	1.00	Consumer Type							
Journal Details	Month/Year	Status	Cat /Phase	Closing Reading	Units in kWh / MF	Demand (Rs.)	JE Debit (Rs.)	Collection (Rs.)	JE Credit (Rs.)	Arrears (Rs.)
Collection Reports	Jan/2026	01 / IR	1 / 3	1676	0 / 1	279.00	0.00	0.00	0.00	64594.00
UDC/OSL Management	Dec/2025	01 / IR	1 / 3	1215	96 / 1	1212.00	0.00	0.00	0.00	64315.00
Spot Billing / Collection Information	Nov/2025	04	1 / 3	602	889 / 1	9016.00	0.00	15000.00	0.00	63103.00
CAT 3A & 3B	Oct/2025	01 / IR	1 / 3	8939	768 / 1	6572.00	0.00	0.00	0.00	69087.00
Ledger Reports	Sep/2025	01 / IR	1 / 3	8171	1257 / 1	11734.00	0.00	60000.00	0.00	62515.00
SAP Data	Aug/2025	01 / IR	1 / 3	6841	1235 / 1	11776.00	0.00	0.00	0.00	110781.00
Corporate Reports	Jul/2025	01 / IR	1 / 3	5489	970 / 1	9029.00	0.00	0.00	0.00	99005.00
Reports	Jun/2025	01 / IR	1 / 3	4359	1045 / 1	9844.00	0.00	0.00	0.00	89976.00
	May/2025	01 / IR	1 / 3	2932	951 / 1	8920.14	0.00	0.00	67.14	80132.00
	Apr/2025	04 / IR	1 / 3	1503	7154 / 1	71279.00	0.00	0.00	0.00	71279.00
	Mar/2025	01	1 / 3	29008	0 / 1	97.00	0.00	97.00	0.00	0.00
	Feb/2025	01 / IR	1 / 3	28888	0 / 1	112.00	0.00	112.00	0.00	0.00
	Jan/2025	01 / IR	1 / 3	28527	0 / 1	111.00	0.00	111.00	0.00	0.00

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The above monthly consumption of the subject Service Connection goes to show that in the month of April 2025 the consumption is 7154 units i.e.,

(i) Closing Reading of old meter	35389
(ii) Final Reading of old meter of previous month	<u>29008</u>
(iii) = (i) - (ii)	<u>6381</u>
(iv) Consumption recorded in the new meter	<u>1503</u>
(v) Total units (iii) + (iv)	7884 Units
(vi) Exports Units of new meter	(-) 450
(vii) Carry forward units	<u>(-) 280</u>
(viii) (v)-(vi)-(vii)	<u>= 7154 Units</u>

The total bill for the above said units works out to Rs.71,279/- which is quite abnormal compared with undisputed period consumption. It is contended by the appellant that the subsequent months' consumption after March'25 also got abnormal units of around 1400 compared with their normal consumption of 400 to 600 units until the replacement of the meter during the month of November 2025. The consumption prior to March 2025 and after November 2025 remained constant at an average of around Rs. 500/- to Rs.600/-. According to the appellant the respondents have failed to consider billing is based on energy consumed (KWH) and not on installed load i.e., 34.7 KW.

METER CHANGES

16. First meter was changed in March 2025 consequent to application of the appellant towards burnout meter. The appellant registered a complaint on 31.01.2025 vide CC161254759287 with the complaint net meter burnt and paid an amount of Rs.2822.45. The final reading of the burnt meter was stated to be 35389 with initial reading of 29008. The consumption recorded is 6381 which is very huge compared to the previous consumption. The second meter was changed in November 2025 consequent to the burnt out. The appellant registered a complaint on 25.09.2025 vide

CC161255180119 with the complaint net meter burnt and paid an amount of Rs.2822.45. The final reading of the burnt meter as per the records is 8988 with initial reading of 8939. The average consumption taken was 1154 units higher side compared to the previous consumption.

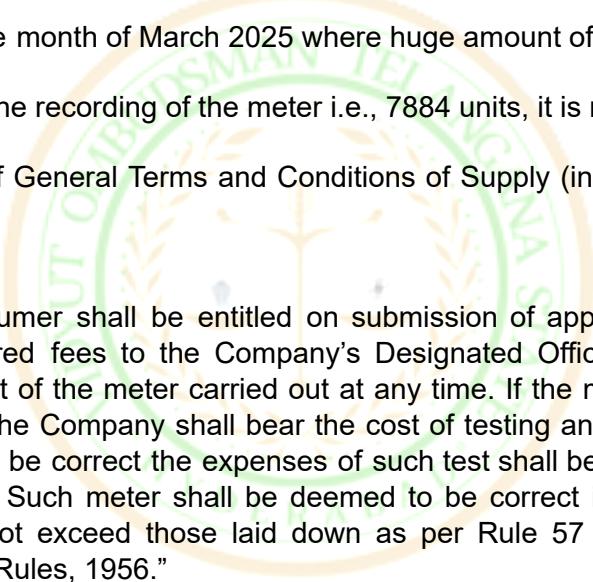
REASON FOR ABNORMAL CONSUMPTION OF UNITS

17. **Initial meter change during the month of March 2025:-** The appellant contended that the abnormal bills raised between March 2025 and October 2025 attributes to defective metering. He has submitted that the meter was not burnt due to internal wiring problems as claimed by the respondents, but meter was changed for want of additional load from 5 KW to 12 KW during the month of February 2025 as he has paid an amount of Rs.7,000/- out of which Rs.3000/- was official fee. There is no record in the billing system to ascertain the claim of appellant as the contracted load of the subject Service Connection is 5 KW remained unchanged and not 12 KW. The appellant claimed that bills prior to February 2025 were consistent between Rs.400/- and Rs.900/- and the meter installed in March 2025 was defective.

18. **Second meter change during the month of November 2025:-** During the month of November 2025 meter was changed on the account of burnt out. During this period average units of 1154 was taken under meter change '04' status. The final reading of the old meter as per the records is 8988 against the initial reading of 8939 = 49 units. Further the new meter reading consumption is 602 units which makes the total units to 651. It is understood that as per the software of the billing system three months previous consumption average has to be taken to arrive for the monthly average under meter change status. Already since there is dispute on previous

months consumption it is found reasonable to arrive for the average consumption towards undisputed period i.e., December 2025 and January 2026, 461 and 613 units respectively, which makes the average units to 537 units. The recorded consumption in the meter is 651 units compared with average units 537. Hence, for the month of November 2025 the bill for the monthly consumption of 1151 units shall be revised to 651 units, as the actual recorded units of old and new meter is 651 units.

19. In terms of the question raised by the appellant upon the defective meter changed during the month of March 2025 where huge amount of units were shown as consumed as per the recording of the meter i.e., 7884 units, it is relevant to reproduce the Clause 7.3.3 of General Terms and Conditions of Supply (in short 'GTCS') which is as under:-

 "The consumer shall be entitled on submission of application along with required fees to the Company's Designated Officer to have a special test of the meter carried out at any time. If the meter is found defective the Company shall bear the cost of testing and if the meter is found to be correct the expenses of such test shall be borne by the consumer. Such meter shall be deemed to be correct if the limits of error do not exceed those laid down as per Rule 57 of the Indian Electricity Rules, 1956."

Since the meter healthiness was in question it would have been easy to find out the defect in the energy meter by way of meter testing as per the Clause 7.3.3 of the GTCS stated above. The result of the testing would have made things clear as to why so much of consumption was recorded in a single month. The factual evidence, here in this case is the final meter reading of the old meter i.e., 35389, since technically it is not proved that the meter is defective. The only reference taken was the previous and

future months recorded consumption, it cannot be taken as factual evidence but as an assumption. The appellant relied on the fact that the meter changed during the month of March is defective by corroborating with the past consumption. But she has also admitted that the meter was upgraded to higher capacity consequent to requirement of additional load to new electrical vehicle. It seems the abnormal consumption has started recording since then. However to precisely identify the problem for such high consumption, the appellant had the option to go for meter testing as per the Clause 7.3.3 of GTCS and upon the outcome of the testing results the bills could have conveniently revised if defect is observed in the meter as per the Clause 7.5.1.5.4. It is relevant here to reproduce the Clause 7.5.1.5.4 of GTCS, which is as under:-

“Wherever the test results indicate a clear level of error, the bills for the period of defectiveness of the meter, Bills for the period prior to the month in which the dispute has arisen may be adjusted as per the test results. In case the meter is found to be fast, the refund shall be adjusted in the next bill. In case the meter is found to be slow, additional charges shall be recovered along with the next bill.”

In both cases in the months of March 2025 and November 2025, meter testing was not done. To eliminate any kind of doubt on the healthiness of the meter, testing of the meter would have been valuable evidence to revise the bills. Now going through the available facts on hand, that whatever the readings are recorded, it cannot be declared as fictitious, since the readings were taken through Infra Red Meter. Without any manual entry of the meter reading, the readings are captured through scan of the meter. The abnormal units recorded in both the meters shall be construed as consumed though it may not have been beneficial to the appellant. The cost of the units are liable to be audited, since the Licensee has supplied the said units by way of power purchase. Under the circumstances stated above, there is no conclusive

evidence to prove that the old energy meter existed and the new meter replaced in the month of March 2025 are defective. Hence, whatever the consumption recorded in both the meters are liable to be paid. There is an allegation that the appellant has paid Rs.7000/- for change of meter instead of Rs.3000/- official fee for the cost of the meter. In view of this allegation It is necessary to hold an enquiry to find out the facts. The plea of the respondents that in view of having 34.7 KW connected load might be the reason for recording the abnormal consumption during the disputed period cannot be taken into admittance in view of the load factor, where all the equipments cannot be used at a time practically. Hence, the respondents plea cannot be taken into consideration. There are no such material available to prove what could be the reason for such huge consumption during the disputed period.

20. In regard to the solar export the following is the check reading submitted by AE/OP/Himayathsagar to the AAO/ERO/Gaganpahad :-

Meter Make	HPL (New)	HPL (Old)
Meter Sl.No.	9020422	6131535
Capacity	10-40A	10-40A
Check Reading	KWH - IMP - 2363 KWH - Exp - 683	35389 21798

As per the records 450 export units were recorded in the meter and 280 units were carried forward from the old meter. Total of 730 units were deducted from the total consumption of 7884 units and billing was done for 7154 units. The billing was done as per the actual recording of the energy meter both old and new. Hence, there is no discrepancy found in solar export billing. Accordingly, I hold that the appellant is not entitled for re-assessment of the electricity bills of the subject Service Connection from March 2025 to October 2025 on an average consumption basis. The appellant is

entitled for adjustment/refund by way of bill revision for the month of November 2025 and that the respondents have accounted properly of the solar export for the disputed period. These points are accordingly decided partly in favour of the appellant and partly in favour of the respondents.

Point No.(iv)

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

RESULT

22. In the result, the appeal is allowed in part and the impugned Award of the learned Forum is set aside. The bill for the month of November 2025 shall be revised from 1151 units to 651 units. The excess amount so arrived shall be adjusted in the future CC bills. As regards to the allegation of the employee of the respondents taking Rs.7000/- instead of Rs.3000/- for replacement of meter, respondent No.5 is directed to hold an enquiry in this regard and take appropriate action and file compliance..

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 10th day of February 2026.

Sd/-
Vidyut Ombudsman

1. Smt. Rolika Keshri, w/o. Vishal Ranjan, Villa No.151, Richmond Villas, Sun City, Rajendra Nagar, R.R. District - 500 008. Cell: 7702167125.
2. The Assistant Engineer/Operation/Himayath Sagar/TGSPDCL/Rajendra Nagar.

3. The Assistant Divisional Engineer/Operation/Rajendra Nagar /TGSPDCL7 /Rajendra Nagar.
4. The Assistant Accounts Officer/ERO/Gaganpahad/TGSPDCL/Rajendra Nagar.
5. The Divisional Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra Nagar.
6. The Superintending Engineer/Operation/Rajendra Nagar/TGSPDCL/Rajendra Nagar.

Copy to

7. The Chairperson, 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

