



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 FIFTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY SIX**

Appeal No. 44 of 2025-26

Between

M/s. V.S. Offset Printers, # 11-6-837/1, Red Hills, Lakdikapool Hyderabad – 500 004,
represented by Sri E. Sathyanarayana Reddy, Proprietor.

..... **Appellant**
AND

1. The Assistant Engineer/Op/AC Guards/TGSPDCL/ Hyd. Central.
2. The Assistant Divisional Engineer/Op/ AC Guards /TGSPDCL/ Hyd. Central.
3. The Asst Accounts Officer/ERO/ AC Guards /TGSPDCL/ Hyd. Central.
4. The Accounts Officer/ Revenue/Hyd. Central /TGSPDCL/ Hyd. Central.
5. The Divisional Engineer/OP/ Asif Nagar /TGSPDCL/Hyd. Central.
6. The Superintending Engineer/Op/ Hyd. Central /TGSPDCL/Hyd. Central.

..... **Respondents**

This appeal is coming on before me for final hearing on this day in the presence of Sri Ravinder Prasad Srivastava - authorised representative of the appellant, virtually and Sri P. Mohan Babu - AE/OP/AC Guards, Sri K. Vijay Kumar - ADE/OP/AC Guards and Sri B.Sammaiah - SAO/OP/Hyderabad Central for the respondents, virtually 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. 156/2025-26/ Hyd.Central Circle dt.23.12.2025, 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.B2003099 (in short 'the subject Service Connection') under Category - LT-II(Commercial) dealing with printing activity. The appellant is a proprietary firm with printing activity. Before November 2024 printing press was under LT Category-II. As per Clause 9.4, 9.4.1 and 9.4.2(i) and (ii) of Tariff Order, Category LT-III (Industry) is applicable to the appellant. As per the Tariff Order, before November 2024, the respondents are entitled to claim the CC charges from August 2023 to October 2024 under Category - LT II (Commercial) but claimed different tariff rates due to which the appellant was forced to pay the higher CC charges amount of Rs.1,24,784/- . The appellant submitted his complaint under Clause 7.1 (i) (ii) of Regulation 5 of 2016 to respondent No. 6 on 18.10.2025. The respondents ought to have resolved the grievance and refunded the excess amount within (24) hours etc., which was not done. Therefore, the appellant is also entitled for Rs.100/- per day as compensation. It was accordingly prayed to direct the respondents to revise the C.C. Charges bills of charges against the subject Service Connection by applying LT II (Commercial) category tariff rate and refund excess amount collected of Rs.1,24,784/- from August 2023 to October 2024 billing months along-with interest @ 24% per annum as prescribed in Clause 4.7.3 of Regulation 5 of 2004 and interest @ 9% per annum as prescribed in Clause 2.49 (b) of Regulation 3 of 2015 pertaining to the period the amount was with-held by the respondents and compensation Rs. 100/- per day with effect from 24.10.2025 till date of refund of amount as prescribed in Clause XI of Schedule II of Regulation 5 of 2016.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.2, it is, inter-alia, submitted that the DPE wing has inspected the subject premises on 14.11.2025 and found that the load of the appellant was above 56KW, as such the service is billed under HT billing as per the Tariff Order.

4. In the written reply filed by respondent No.3, it is, inter-alia, submitted that the appellant has not approached for change of Category of its Service to LT-Category II (Industry) to act upon the same.

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 its complaint filed before the learned Forum. It is accordingly prayed to set aside the impugned Award and direct the respondents to revise the CC charges bills of the appellant by applying LT-II(Commercial) Category tariff rates and refund the excess amount collected of Rs.1,24,784/- from August 2023 to October 2024 billing months along-with interest @ 24% per annum as prescribed in Clause 4.7.3 of Regulation 5 of 2004 and interest @ 9% per annum as prescribed in Clause 2.49 (b) of Regulation 3 of 2015 pertaining to the period the amount was with-held by the respondents and compensation Rs. 100/- per day with effect from 24.10.2025 till date of refund of amount as prescribed in Clause XI of Schedule II of Regulation 5 of 2016.

WRITTEN REPLIES OF THE RESPONDENTS

7. In the written reply filed by respondent No.3, before this Authority, it is, inter-alia, submitted that earlier as per the notice dt.29.07.2011, the excess connected load of 14 HP was regularised on payment of Development Charges of Rs.21,000/-. In January 2015, the subject service was again inspected and found that it exceeded 56 KW.

ARGUMENTS

8. In the rejoinder and written arguments submitted on behalf of the appellant It is submitted that the respondents have made LT supply to the subject Service Connection from April 2023 to October 2024 and raised CC charges bill under LT-II Category but applied HT supply tariff rates instead of LT supply tariff rates in violation of provision of Tariff Orders and collected Rs.1,24,784/- from the appellant; that the appellant approached respondent No.6 on 18.10.2025 under Clause - VII 7.1(i)(ii) of Regulation 5 of 2016 to solve the problem but he has not resolved the said grievance within 24 hours and that the limitation of 56 KW or 70 KVA as prescribed in Clause 7.83 is applicable for HT supply only and not LT supply. It is accordingly prayed to direct the respondents to refund the amount Rs.1,24,784/- from August 2023 to October 2024 billing months along-with interest @ 24% per annum as prescribed in Clause 4.7.3 of Regulation 5 of 2004 and interest @ 9% per annum as prescribed in Clause 2.49 (b) of Regulation 3 of 2015 pertaining to the period the amount was withheld by the respondents and compensation Rs. 100/- per day with effect from 24.10.2025 till date of refund of amount as prescribed in Clause XI of Schedule II of Regulation 5 of 2016.

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 revision of CC charges bills of the subject Service Connection by applying LT-II (Commercial) tariff rate and for refund of excess amount of Rs.1,24,784/- paid by it along with interest @ 24% p.a., as claimed by it?
- ii) Whether the appellant is entitled for interest @ 9% p.a., as claimed by it?
- iii) Whether the appellant is entitled for compensation @ Rs.100/- per day as claimed by it?
- 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 respondents have released the subject Service Connection under Category-II.
- ii) The contracted load of the subject Service Connection was exceeded above 56 KW.
- iii) The appellant has not registered its grievance in CSC.

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 06.01.2026 This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The present case is in regard to applying relevant tariff category against the subject Service Connection No.B2003099. The appellant contends that the said Service Connection is liable to be billed at LT-II Commercial Tariff rates from August 2023 to October 2024 and it is entitled for refund of the excess amount of Rs.1,24,784/- Whereas the respondents relying on the detection of excess load from 52 KW to 57 KW on 07.01.2015, contended that the service is rightly billed under HT billing category since the contracted load exceeded above 56 KW. At this stage it is necessary to refer to the relevant provisions.

TARIFF CONDITIONS

Part 'A' LT-Tariffs: System of supply: Low Tension A.C. 50 Cycles Three Phase Supply at 415 Volts Single Phase supply at 240 Volts These tariffs are applicable for supply of Electricity to L.T. consumers with a contracted load of 56 kW/ 75 HP and below. However, contracted load up to 75 kW/ 100 HP will be treated as LT, for LT-III Industrial category (for Rice Mills, the contracted load upto 93 kW/125 HP will be treated under LT-III Industrial category).

LT-III: INDUSTRY Applicability 9.4.1 : The tariff is applicable for supply of electricity to Low Tension Industrial consumer with a Contracted load upto 75 kW/100 HP, in case of Rice Mills the Contracted load is upto 93 kW/125 HP. Industrial purpose shall mean, supply for purpose of manufacturing, processing and/or preserving goods for sale, cold storage/cold storage godowns but shall not include shops, business houses, offices, public buildings, hospitals, hotels, hostels, choultries, restaurants, clubs, theaters, cinemas, bus stations, railway stations and other similar premises, notwithstanding any manufacturing, processing or preserving goods for sale.

Part 'B' HT-Tariffs: These tariffs are applicable for supply of Electricity to HT consumers, having loads with a contracted demand of 70 kVA and above and/or having a contracted load exceeding 56 kW/ 75 HP, excluding LT-III industrial

categories. For LT-III Industrial category having contracted load of more than 100 HP/125 HP as applicable, the HT tariffs are applicable.

15. The record shows that there was an inspection conducted on 07.01.2015 by AE/OP/Mehdipatnam wherein it was found that there was excess connected load of 5 KW over the contracted load of 52 KW total of 57 KW and hence a PAO notice was dt.28.01.2015 was served to regularise the load. The respondents plead that the Service Connection was initially converted from LT to HT billing. In the month of August 2016, contradicting their earlier statement vide letter dt.17.01.2026 wherein they pleaded that the HT billing was done from the year 2012 and the same is being reflected in the Energy Billing System data. The contracted load was 57 KW beyond the threshold limit of 56 KW/75 HP as emphasized in the Tariff Order FY 2023-24, the subject Service Connection is liable to be billed under HT billing tariffs subject to the provisions of Clause 12.3.2 of General Terms of Conditions of Supply (in short 'GTCS') i.e., by way of detection of additional connected loads with one month notice period to regularise the additional connected load. Here it is necessary to reproduce Clause 12.3.2 of GTCS which is as under:-

12.3.3.2 Cases where the total Connected Load is above 75 HP/56kW or

- i. These services shall be billed at the respective HT tariff rates from the consumption month in which the un-authorised additional load is detected. For this purpose, 80% of Connected Load shall be taken as billing demand. The quantity of electricity consumed in any Month shall be computed by adding 3% extra on account of transformation losses to the energy recorded in LT Meter. .
- ii. The Company may at its discretion, for the reasons to be recorded and in cases where no loss of revenue is involved, continue LT supply. If the consumer, however, makes arrangements for switchover to HT supply, the Company shall release HT supply as per the rules.
- iii. One-month notice will be given for payment of service line charges, development charges and consumption deposit required for conversion of LT service into HT service.

iv. Service of such consumers who do not pay HT tariff rates or who do not pay the required service line charges, development charges and consumption deposit shall be disconnected immediately on expiry of notice period and these services shall remain under disconnection unless the required service line charges, development charges and consumption deposit are paid for regularising such services by conversion from LT to HT category.

XXXX

The respondents complied with the above condition detected the additional load upto 57KW. The appellant has not denied or raised any objection to the above given statement of the respondents. It cannot be denied that as per the provisions of the Tariff Order stated supra Part 'A' and Part 'B' the subject Service Connection is liable to be billed under HT tariff rates for the services having connected load above 56 KW under. .

16. Notwithstanding the above, there was a crucial change enacted by the Hon'ble Telangana Electricity Regulatory Commission with effect from the Tariff Orders 2024-25 Dt: 01.11.2024, the electricity Service Connections billing Category pertaining to printing presses was changed from Category LT-II(Commercial) to LT-III (Industry). This change has brought consequent effect to the threshold limit of the connected load of the LT Service Connections i.e., under LT category-II (Commercial), the threshold limit was 56 KW, but for the LT Category-III (Industrial) and limit is upto 75 KW under Clause 9.4.1. Hence there is considerable change in the threshold limit between both the Categories. Not to mention that the connected load of services which are above 75KW are liable to be billed under HT billing. The present connected load of the subject Service Connection is 69 KW being above 56 KW under LT Category-II(Commercial), the subject Service Connection previously got rightly billed under HT billing. But from the year 2024 the printing presses were

brought under the Category of LT-III with a threshold limit of 75 KW. Hence in view of the change in Category from LT-II(Commercial) to LT-III (Industry) w.e.f. 01.11.2024, the subject service shall be billed under LT tariffs, since the connected load is 69KW well below the limit of 75KW. The learned Forum has failed to note this change in threshold limit and erred in not giving the relief to the appellant.

17. The claim of the appellant to revise the CC bills under LT-II(Commercial) Category from August 2023 to October 2024 is not tenable since the contracted load during that period is 69 KW well above the threshold limit of 56 KW. The respondents have rightly billed the subject Service Connection under HT billing and hence the claim of the appellant to refund Rs.1,24,784/- is rejected.

18. In view of the above given circumstances, the subject Service Connection No.B2003099 is liable to be billed under LT-III (Industry) Category instead of HT billing w.e.f., 01.11.2024 i.e., date of implementation of Tariff Order 2024-25 and from November 2024 all the bills billed under HT billing has to be revised under LT-III (Industry) Category until the date of change of Category to LT-III (Industry).

INTEREST @ 9% P.A., AS PER CLAUSE 2.49(b) OF REGULATION 3 OF 2015

19. In the present case, the appellant is claiming interest @ 9% p.a., as per Clause 2.49(b) of Regulation 3 of 2015. Clause 2.49(b) is reproduced here-under:-

Clause 2.49(b) of Regulation 3 of 2015

Return to the Complainant the undue charges paid by the Complainant along with simple interest at 9% per annum for the period for which the undue charges were withheld by the Licensee;

The above given Clause is a general Clause and Clause 4.7.3 of Regulation 4 of 2005 awarding interest @ 24% p.a., is the specific Clause. The appellant has the

option to avail either of the two but not both. However, the specific Clause to award interest @ 24% p.a., shall prevail over the general Clause. Hence, when once the interest @ 24% p.a., was awarded the appellant cannot be awarded interest @ 9% p.a., again.

COMPENSATION @ Rs.100/- PER DAY TOWARDS VIOLATION OF STANDARDS OF PERFORMANCE

20. In the present case the appellant is claiming compensation as per SoP @Rs.100/- per day before the learned Forum on the ground that the respondents have not rectified the consumer bill complaint in stipulated time and breached Guaranteed Standards of Performance item XI of Schedule II of Regulation 5 of 2016. The said item is reproduced below:-

Sl.No.	Service Area	Time Standard	Compensation payable in case of violation of standard	
			to individual consumer if the event affects a single consumer	to individual consumer if the event affects more than one consumer
i.	If no additional information is required	Within 24 working hours of receipt of complaint	Rs.100 for each day of default	not applicable
ii	If additional information is required	Within 7 working days of receipt of complaint		

Here it is relevant to refer Clause 6 of Schedule-II of Regulation 5 of 2016 which is reproduced below:-

“6. A consumer shall be required to make a claim for compensation for non-compliance of Guaranteed Standard within Thirty (30) days of violation of such service standard by the Licensee to a senior officer (Divisional Engineer) as may be designated by the Licensee for this purpose, who is based at the headquarters of the Licensee. The same officer is responsible for the monitoring compliance of the Regulation and

submitting the periodical reports to the Commission as may be required. The licensee shall fix the responsibility on their staff/officers for default in the service and shall realise the amount of compensation from the concerned individual's (employee) salary after adjustment of the compensation in the consumer bill by way of a rebate. The Licensee shall pay compensation to the affected consumers through a rebate in the bill, automatically and without any delay."

21. From the above factors it is crystal clear that the consumer is required to make a claim for compensation within (30) days of violation of such a service standard by a Licensee to a senior officer (Divisional Engineer etc.,). The above mandatory procedure was not followed by the appellant and hence it is not liable to be awarded with the compensation as stated above. In view of these reasons, I hold that the appellant is entitled for revision of CC charges bills of the subject Service Connection by applying LT-III (Industry) tariff rate and also interest @ 24% p.a., as per Clause 4.7.3 of Regulation 5 of 2024. The appellant is not entitled for interest @ 9% p.a., as per Clause 2.49(b) of Regulation 3 of 2015 and also not entitled for compensation @ Rs.100/- per day as claimed by it. These points are decided accordingly partly in favour of the appellant and partly in favour of the respondents.

Point No.(iv)

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

RESULT

23. In the result, the appeal is allowed in part and the impugned Award is set aside. The respondents are directed to revise the bills of the subject Service Connection No.B2003099 from November 2024 by way of change of Category from LT-II to LT-III as per the Clauses 9.4.1 and 9.4.2 of Tariff Order 2024-25. The excess

amount so paid shall be adjusted in future bills of the subject Service Connection. The appellant is awarded interest @ 24% p.a., on the excess amount paid by it from November 2024 to till the date of change of Category, which shall also be adjusted in future CC bills of the subject Service Connection. The appeal in respect of award of interest @ 9% p.a., and compensation @ Rs.100/- per day are rejected. The respondents are directed to adjust the interest amount in future bills of the subject Service Connection of the appellant and file compliance before this Authority within (15) days from the date of receipt of copy of this Award.

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 5th day of February 2026.

Sd/-
Vidyut Ombudsman



1. M/s. V.S. Offset Printers, # 11-6-837/1, Red Hills, Lakdikapool Hyderabad – 500 004, represented by Sri E. Sathyanarayana Reddy, Proprietor.
2. The Assistant Engineer/Op/AC Guards/TGSPDCL/ Hyd. Central.
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6. The Divisional Engineer/OP/ Asif Nagar /TGSPDCL/Hyd. Central.
7. The Superintending Engineer/Op/ Hyd. Central /TGSPDCL/Hyd. Central.

Copy to

8. 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.