



**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 THIRD DAY OF MARCH  
TWO THOUSAND AND TWENTY SIX

**Appeal No. 54 of 2025-26**

Between

Sri Anil Kumar, H.No.2-5, Vill:Narmala, Mandal:Gambhiraopet, Dist:Rajanna Sircilla,  
Ph.No.8106084953.

..... **Appellant**

**AND**

1. The Assistant Engineer/OP/CESS/Gambhiraopet-9440814082.
2. The Assistant Divisional Engineer/OP/CESS/Gambhiraopet-9490473642.
3. The Divisional Engineer/OP/CESS/Sircilla-9440814061.

..... **Respondents**

This appeal is coming on before me for final hearing today in the presence of the appellant in person and Sri P.Vamshi Krishna - ADE/OP/CESS/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(Nizamabad), (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No. 03/2025-26/ Rajanna Sircilla District dt.04.02.2026, allowing the complaint in part.

**CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant is that the respondents have released a new Service Connection No.3030900623 (in short 'the subject Service Connection) at Narmala

Village. The respondents have replaced the electricity meters without his knowledge and excess bills were issued and also the electricity supply was disconnected. Therefore it was prayed to take action in the matter.

**WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written reply filed by respondent No.3, before the learned Forum, it is, inter-alia, submitted that on the application of the appellant the subject meter was tested on 28.03.2023 by the MRT wing and the readings recorded were satisfactory. The meter was replaced on 19.05.2023. Again the meter was replaced on 30.06.2023 on the second occasion. Like-wise on 07.11.2023 the meter was replaced for the third time. The final readings were furnished in the test report against the CT meter SI.No.4055421 as KWH 352633 KVAH 491527 instead of no-display by oversight. As per the Genus meter company report, the meter SI.No.4055444 was defective. Therefore a revised bill was issued for Rs.5,65,271/-. Therefore the back billing was prepared.

**AWARD OF THE FORUM**

4. After considering the material on record and after hearing both sides, the learned Forum has allowed the complaint in part.

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred reiterating the contents of his complaint filed before the learned Forum. It is accordingly prayed to direct the respondents to revise the bill for the defective period and refund the excess amount.

**WRITTEN SUBMISSION OF RESPONDENTS**

6. In the written reply filed by respondent No.3, before this Authority, it is inter-alia submitted that after the impugned Award was passed he has examined the

issue and passed orders and withdrawn an amount of Rs.2,61,659.44 in respect of the excess bill. The arrived KVAH units for withdrawal as per the representation of the appellant is 26822 KVAH units.

### **ARGUMENTS**

7. It is submitted by the appellant that the learned Forum has not passed the Award extending the benefit for the defective period of the meter and he accordingly prayed to extend the benefit for (12) months and also award compensation to him.

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

### **POINTS**

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for the benefit of (12) months rather than the period of (10) months given by the learned Forum as prayed for?
- 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). It is an admitted fact that the respondents have demanded Rs.7,18,882/- from the appellant initially.
- ii) It is an admitted fact that the number of units billed at the relevant time were not correct.

### **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 27.02.2026. This appeal is being disposed of within the period of (60) days as required.

**CRUX OF THE MATTER**

13. As already stated, the CT meter was replaced thrice i.e., on 19.05.2023 (Sl.No.4055421), in view of abnormal consumption recording, 2nd time on 30.06.2023 (Sl.No.4055383) in view of no display of the CT meter and finally on 07.11.2023 (Sl.No.4027076) consequent to no display. The defective period of the CT meter run down from 06/2022 to 12/2024 (19 months)..

14. In view of the circumstances that the CT meters were defective and replaced number of times and there was negligence in taking the meter reading, it is desirable to revise the bills taking average consumption taking reference of the consumption recorded in the healthy meter of 6272 units. The learned Forum has revised the bills taking (10) months from 06/2022 to 03/2023 and given the directions to withdraw an amount of Rs.2,61,659.44 by way of following calculations:-

Average Consumption per month	: 6272 units
Revision of billing period	: June 2022 to March 2023 (10 months)
Assessed consumption	: 6272 x 10 = 62720 units
Already billed units	: 96439 units
Difference of units	: 96439 - 62720 = 33719 units
Amount to be withdrawn :	
i) Energy Charges Rs.7.70 x 33719	: Rs.2,59,636.30
ii) ED Charges Rs.0.06 x 33719	: <u>Rs. 2,023.14</u>
Total	: <u>Rs.2,61,659.44</u>

15. The learned Forum taking average units of 6272 revised the bills for the period from June 2022 to March 2023 for (10) months and withdrew an amount of Rs.2,61,659.44. Whereas, the appellant contended that he has received excess bill for the month of March 2023 to the tune of 91771 units though he has not utilised the supply. He has requested for revision of the bill apart from the relief given by the learned Forum revising the bill for (10) months. He contended that bills shall be revised for (3) months only from March 2023 to May 2023 and requested to withdraw an amount of Rs.8,12,495.28. This plea of the appellant cannot be considered in view of the fact that there is discrepancy in taking readings and also meters were defective and this is not only restricted to (3) months as stated above rather than for (19) months from 06/2022 to 12/2024. The available records show that the monthly average consumption was arrived at by taking average consumption from June 2022 to May 2023, as under:-

6/22: 4/24+5/24+6/24/3	= 5373+2732+1723/3	= 3276
7/22: 5/24+6/24+7/24/3	= 2732+1723+5092/3	= 3182
8/22: 6/24+7/24+8/24/3	= 1723+5092+10118/3	= 5644
9/22: 7/24+8/24+9/24/3	= 5092+10118+7188/3	= 7466
10/22: 8/24+9/24+10/24/3	= 10118+7188+3150/3	= 6818
11/22: 9/14+10/24+11/24/3	= 7188+3150+394/3	= 3577
12/22: 10/24+11/24+12/24/3	= 3150+394+6791/3	= 3447
01/23: 11/24+12/24+01/25/3	= 394+36791+3696/3	= 3627
02/23: 12/25+01/25+02/2/3	= 6791+3696+12000/3	= 7495
03/23: 01/25+03/25+04/25/3	= 3696+12000+10007/3	= 8698
04/23: 02/25+03/25+04/25/3	= 12000+10007+10398/3	= 10802
05/23:03/25+04/25+05/25/3	= 10007+10398+13318/3	= 11241
<b>Total</b>	<b>= 75271/12 = 6272</b>	

16. Here it is necessary to reproduce Clauses 7.5.1.4.1 and 7.5.1.4.2. Of General Terms and Conditions of Supply (in short 'the GTCS'), which are as under:-

7.5.1.4.1:- The number of units to be billed during the period in which the meter ceased to function or became defective, shall be determined by taking the average of the electricity supplied during the preceding three billing cycles to the billing cycle in which the said meter ceased to function or became defective provided that the condition with regard to use of electricity during the said three billing cycles were not different from those which prevailed during the period in which the Meter ceased to function or became defective.

7.5.1.4.2:- If the conditions with regard to use of electricity during the periods as mentioned above were different, assessment shall be made on the basis of any 3 (three) consecutive billing cycles during the preceding 12 Months when the conditions of working were not different.

In line with the above given Clauses, the revision of bills is to be done by taking healthy meter consumption, in the present case from April 2024 to May 2025 was taken to arrive at the average consumption, thereby the (12) months average was taken which works out to 6272 units per month. Apparently the revision of bills shall be done for (12) months instead of (10) months taken by the learned Forum. Consequently, the bills shall be revised as follows:-

Average Consumption per month	: 6272 units
Revision of billing period	: June 2022 to May 2023 (12 months)
Assessed consumption	: 6272 x 12 = 75264 units
Already billed units	: 128187 units
Difference of units	: 128187 - 75264 = 52923 units
Amount to be withdrawn :	
i) Energy Charges Rs.7.70 x 52923	: Rs.4,07,507.10
ii) ED Charges Rs.0.06 x 52923	: <u>Rs. 3,175.38</u>
Total	: <u>Rs.4,10,682.48</u>

In view of the above an amount of Rs.1,49,023.04 is further to be withdrawn apart from Rs.2,61,659.44 already withdrawn by the learned Forum.

17. The CT meters are used for high consumption consumers where even a small error or misinterpretation of the reading can lead to massive revenue losses for the DISCOM or over billing for the consumer and hence for taking CT meter readings Line Inspector/SLI/Forman/AE/Operation is primarily responsible as per the Designated Officers notification under Clause 2.3 of GTCS. In view of high financial and technical stakes associated with the high consumption consumers. There is a grave negligence in taking the meter reading of the CT meter not for one month but from 09/2022 to 02/2023. In view of the mental agony caused to the appellant, the respondents are liable to pay further compensation apart from the Rs.5000/- already granted by the learned Forum. Accordingly, I hold that the appellant is entitled for the benefit of twelve months rather than the (10) months period given by the learned Forum as prayed for and the impugned Award of the learned Forum is not liable to be set aside to that extent. These points are accordingly decided partly in favour of the appellant and partly 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 allowed in part.

**RESULT**

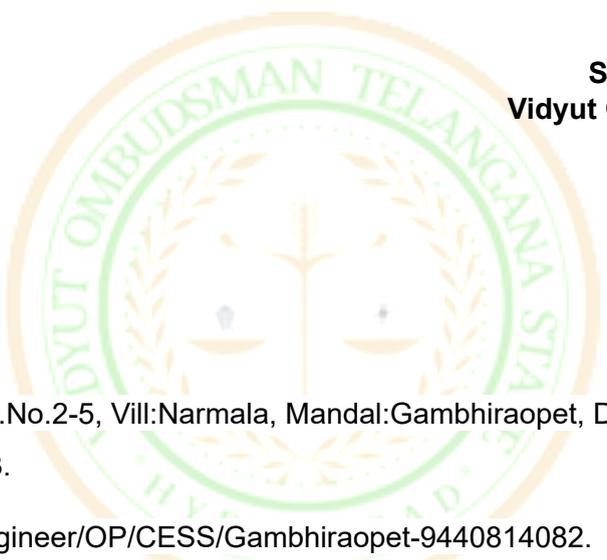
19. In the result, the appeal is allowed in part. The respondents are directed to withdraw an amount of Rs.1,49,023.04 apart from Rs.2,61,659.44 already withdrawn by the learned Forum and adjust the same in the future bills of the appellant's Service Connection. The appellant is also awarded compensation of Rs.5000/- (Rupees five thousand hundred only) apart from the compensation already awarded by the learned Forum which shall be adjusted in the future bills of the appellant. The appellant is

entitled to pay the amount in question as ordered by the learned Forum in (12) monthly instalments. The respondents shall file compliance within (15) days from the date of receipt 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 23rd day of March 2026.

**Sd/-  
Vidyut Ombudsman**

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1. Sri Anil Kumar, H.No.2-5, Vill:Narmala, Mandal:Gambhiraopet, Dist:Rajanna Sircilla, Ph.No.8106084953.
  2. The Assistant Engineer/OP/CESS/Gambhiraopet-9440814082.
  3. The Assistant Divisional Engineer/OP/CESS/Gambhiraopet-9490473642.
  4. The Divisional Engineer/OP/CESS/Sircilla-9440814061.

**Copy to**

5. The Chairperson, Consumer Grievances Redressal Forum of TGNPDCL, Nizamabad.