



**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**

FRIDAY THE TWENTY THIRD DAY OF DECEMBER  
TWO THOUSAND AND TWENTY TWO

**Appeal No. 45 of 2020-21**

Between

M/s. Hotel Raj International, #11-2-11-4 to 1109, Bazarghat Road, Nampally,  
Hyderabad - 01, represented by Sri Devari Chandra Shekar, s/o. D. Mallappa,  
Cell: 9246577658, 8790069195. **.....Appellant**

**AND**

1. The Assistant Engineer / OP / Vijay Nagar Colony / TSSPDCL / Hyderabad.
2. The Assistant Divisional Engineer / Operation / A.C.Guards / TSSPDCL / Hyderabad.
3. The Assistant Accounts Officer / ERO / A.C.Guards / TSSPDCL / Hyderabad
4. The Divisional Engineer / Operation / Mehdipatnam / TSSPDCL / Hyderabad.
5. The Superintending Engineer / Operation / Hyderabad Central Circle / TSSPDCL / Hyderabad.

**..... Respondents**

This appeal is coming on before me for final hearing on 14.11.2022 in the presence of Miss Nishtha, representative of the appellant and Sri G. Narasimha Prasad - AAE/OP/Vijay Nagar Colony, Sri T. Narsimha Reddy - ADE/OP/A.C.Guards, Sri Shyam Sunder - DE/OP/Mehdipatnam Sri R. Sreedhar - JAO/ERO/A.C.Guards representing the respondents and having stood over for consideration till this day, this Vidyut Ombudsman passed the following:-

**AWARD**

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - Greater Hyderabad Area (in short

'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.114/2021-22, Hyderabad Central Circle dt.18.02.2021, rejecting the complaint.

### **CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant is that the respondents have released Service Connection No. C1006913, C1006899 and C1006929 in favour of the complainant and also one D. Rajashekar and D. Vijay Shekar for their premises bearing H.No.11-2/1104 to 1109, Bazar Ghat, Red Hills, Nampally, Hyderabad. They have been running a Lodge in the said premises since 2005. They have received an abnormal bill of Rs. 1,39,167/-, Rs.4,32,953/- and Rs.1,63,436/- respectively for the period from 05.10.2014 to 07.11.2014. In spite of lodging complaint no relief was given by the respondents. Hence it is prayed to examine the issue and set aside the bill in question and also to direct the respondents not to disconnect the electricity supply.

### **REPLY OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written reply submitted by respondent Nos 2 and 3, it is stated that while taking monthly reading of the subject meters of LT CT during the months of November 2014, it was observed that the meter reader had suppressed reading in KWH and KVAH parameters and the difference was noted. Subsequently the LT CT meter was tested by MRT wing on 21.11.2014 and the meter reading was in permissible error of + 0.47%, + 0.48% and +0.37%. The performance of the meter was satisfactory.

### **AWARD OF THE FORUM**

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

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has erred in rejecting the complaint and it has not considered the material on record properly.

### **GROUND OF THE APPEAL**

6. In the affidavit filed in support of the appeal, it is, inter-alia, submitted that there is no explanation from the respondents for the abnormal bill in question. The learned Forum has rejected the complaint without giving any proper findings. Hence it is prayed to set aside the Award passed by the Forum and to set aside the bills in question.

### **WRITTEN SUBMISSION OF THE RESPONDENTS**

7. In the written submissions of respondent No.2 before this Authority, it is, inter-alia, stated that the bills issued were correct. In October 2014 in the periodical testing it is found that KVAH first digit was skipped from regular CC bills of Service Connection No.C1006899 as per MRT report and same was submitted to the concerned AAO for updation of first digit before KVAH reading i.e.2(as KVAH reading is 286268) instead of 86268.

8. In the rejoinder filed by the appellant it is submitted that KWH is real energy and KVAH is an artificial energy. The purpose of recording KVAH is to ascertain the power factor. Without the MRI dump of November 2014, the correct consumption figures cannot be detected.

9. Heard both sides.

### **POINTS**

10. The points that arise for consideration are:-

- i) Whether the impugned bills are liable to be set aside?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- ii) To what relief?

### **POINT No. (i) and (ii)**

#### **ADMITTED FACT**

11. There are three Service Connections in the name of the appellant and two others at the premises bearing No.11-2/1104 to 1109, Bazar Ghat, Red Hills, Nampally, Hyderabad, where there is a Lodge, namely, Hotel Raj International.

#### **SETTLEMENT BY MUTUAL AGREEMENT**

12. Both the parties have appeared before this Authority on different dates. 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. Since I took charge as Vidyut Ombudsman on 01.07.2022 and since there was no regular Vidyut Ombudsman earlier, the appeal was not disposed of within the prescribed period.

### **CRUX OF THE MATTER**

14. The appellant has 3 Nos. LT CT meter connections having contracted load of 30 KW each. The supply is being utilized for Raj International Hotel. During the month of November 2014, the appellant received an exorbitant bill, compared with normal average bills. The details are hereunder:-

SC No.	Normal Average Bill		Bill received in November 2014	
	No.of units	Amount (Rs)	No.of units	Amount (Rs)
C1006913	1000 to 4000	15000 to 43000	14936	1,39,167/-
C1006899	1000 to 3000	15000 to 31000	17623	1,63,436/-
C1006929	3000 to 6000	31000 to 61000	46882	4,32,956/-
Total				7,35,558/-

15. The appellant claimed that they have never received such a huge bill right from the inception i.e. since 2005. The meters were inspected in the MRT lab and there were no tamperings in the meter. Hence he questioned levying

such a huge amount. Based on the complaint of the appellant the meter was tested in the MRT lab to find out the healthiness of the (3) Nos. meters. The results after testing is that all the (3) meters are healthy and errors are within the permissible limits. The SC No. C1006913 is +0.37%, C1006899 is +0.47% and C1006929 is + 0-4.8%. Hence the malfunctioning of the LT CT meters is ruled out.

16. The question remains as to why such a huge bill was raised in a single month? The respondents claimed that the existing 3 Nos. LT Trivector meters (CT meters) were billed based on the computed KWH units, whereas the Tariff Order mandates the billing under KVAH units. Consequently the bills were revised under KVAH computed units instead of KWH units and the amount shown at the above table was finalised in the month of November 2014.

17. Does this have any legal sanctity?

The KVAH units was first introduced by the Hon'ble Telangana State Electricity Regulatory Commission during the year 2011 Tariff Order with a limitation that under LT-Category-II (Subject services category) for the loads 10 KW and above, LT-Trivector meter shall be provided and energy charges shall be computed on KVAH. These crucial changes were not incorporated in the billing. The concerned meter reader continued to bill the computed units in KWH units, until the discovery of the irregularity during the year 2014. This is negligence on the part of the respondents and seemingly was brought to the books and

disciplinary action was initiated against the concerned meter reader and Line Inspector vide Memo No.DEE/OP/MP/Hyd/Estt/Admn/A4/D.No.645/2014 dt.27.10.2014.

18. Before going to the conclusion it is pertinent to know what KVAH billing is.

- a. Electrical energy has two components viz. Active Energy (KWH) and Reactive Energy (KVARH). Vector sum of these two components is called as Apparent Energy and is measured in terms of KVAH.
- b. In KVAH based billing, fixed/demand charges are levied on apparent power (KVA) and energy charges are levied on apparent energy (KVAH). In future, energy charges will be levied based on this apparent energy (KVAH) consumption which eliminates the requirement of charging active and reactive energy separately.
- c. Both Active (KWH) and Reactive (KVARH) energies are consumed simultaneously. Reactive Energy (KVARH) occupies the capacity of electricity network and reduces the useful capacity of system for generation and distribution and hence its consumption also needs to be billed. KWH based billing is associated with PF incentive/penalty mechanism. Considering that the KVAH based billing has an inbuilt incentive/penalty mechanism and separate mechanism for the same is no more required; instead of billing two energies separately, billing of KVAH energy is preferred as a commercial inducement.

19. The second respondent had submitted that there was a mistake encountered by the ADE/MRT/Central Circle for the Service Connection No. C1006899, wherein the KVAH was taken as 86288 units instead of 286268, the 1st digit was skipped from regular C.C. bills. Though the correction does not deviate from the amount raised in the November 2014 bill.

20. In view of the aforementioned paras there is no relaxation that can be given to the appellant, as the KVAH billing levied is as per the Tariff Orders.



Accordingly I hold that the impugned bills are not liable to be set aside and the Award of the learned Forum is not liable to be set aside. These points are accordingly decided against the appellant and in favour of the respondents.

**POINT No. (iii)**

21. In view of the findings on point No. (i) and to (iii), the appeal is liable to be rejected.

**RESULT**

22. In the result, the appeal is rejected, without costs, confirming the Award passed by the learned Forum. But in view of the hardship faced by the appellant over demanded amount in lump sum, the appellant is granted (12) Nos. equal monthly instalments payable from the month of January 2023, to pay the disputed amount, failure to pay any single instalment would make the entire balance due recoverable in lump sum.

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 this the 23rd day of December 2022.

Sd/-  
**Vidyut Ombudsman**

1. M/s. Hotel Raj International, #11-2-11-4 to 1109, Bazarghat Road, Nampally, Hyderabad - 01, represented by Sri Devari Chandra Shekar, s/o. D. Mallappa, Cell: 9246577658, 8790069195.



2. The Assistant Engineer / OP / Vijay Nagar Colony / TSSPDCL / Hyderabad.
3. The Assistant Divisional Engineer / Operation / A.C.Guards / TSSPDCL / Hyderabad.
4. The Assistant Accounts Officer / ERO / A.C.Guards /TSSPDCL/ Hyderabad
5. The Divisional Engineer / Operation / Mehdipatnam / TSSPDCL / Hyderabad.
6. The Superintending Engineer / Operation / Hyderabad Central Circle/ TSSPDCL / Hyderabad.

**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.

