



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 TWENTY SIXTH DAY OF MAY
TWO THOUSAND AND TWENTY SIX

Appeal No. 06 of 2026-27

Between

M/s. Abhiruchi Swagruha Foods, H.No.7-1-397/105/14/A MIGH,
Behind Karur Vysya Bank, S.R.Nagar, Hyderabad - 500 038, represented by
Sri Jasti Kishore, Proprietor.

..... Appellant

AND

1. The Assistant Divisional Engineer/Operation/Sanath Nagar/TGSPDCL/Banjara Hills.
2. The Divisional Engineer/Operation/Greenlands/TGSPDCL/Banjara Hills.
3. The Senior Accounts Officer/Operation/Banjara Hills/TGSPDCL/Banjara Hills.
4. The Superintending Engineer/Operation/Banjara Hills/TGSPDCL/Banjara Hills.
5. The Assistant Divisional Engineer/DPE/HT-I/TGSPDCL/Banjara Hills.

..... Respondents

This appeal is coming on before me for final hearing on this day in the presence of Sri K.Uma Maheswar Rao- authorised representative of the appellant, and Sri P.Vamshi Krishna - ADE/OP/Sanath Nagar, Sri G.MadhuSudhan Reddy - SAO/OP/Banjarahills and Sri K.Naveen Kumar - ADE/DPE/HT-I/Hyd 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. 258/2025-26 dt.10.04.2026, 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. BJH2394 (in short 'the Subject Service Connection') with a load of 250 KVA. The appellant has obtained building permission from the Greater Hyderabad Municipal Corporation (in short 'GHMC') for construction of a building consisting of two cellar + one Ground floor + three upper floors. The building was constructed accordingly.

3. On 02.01.2026 respondent no.1 issued a notice no. ADE/OP/D- XV/ SNNR/D. No. 3671/25, for reclassification of category of the subject Service Connection from HT-II to HT-VII unless the Occupancy Certificate (in short 'OC') etc., is submitted within 15 days from the date of receipt of the said notice. The appellant has applied for OC from GHMC on 12.01.2026 which is not issued so far.

4. On 06.02.2026 respondent no. 1 has issued Preliminary Assessment Order Notice vide ADE/SNNR/GRLD/D. No. 3845/25, dated 05.02.2026 under clause 3.4.1 of the General Terms and Conditions of Supply (in short 'GTCS') (in short 'PAO') reclassifying the subject Service Connection from Category-II HT- Category II to HT- Category VIII (temporary supply) back billing Rs. 9,33,937/- (Rupees Nine Lakhs Thirty Three Thousand Nine Thirty Seven only/- from January 2023 to December 2025, giving 15 days time for payment. The issuance of PAO amounts to deficiency of service for issuing such notice after a long time. It was accordingly prayed to direct the respondents to withdraw PAO and also to issue revised orders etc.,

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

5. In the written reply filed by respondent No.1, before the learned Forum, it is, inter-alia, submitted that initially the service connection was released after payment of necessary amount in HT- Category II commercial on 04.03.2025. On 25.11.2025 respondent no.5 visited the premises of the appellant and sought OC. The appellant requested time for submission of OC , thereafter since appellant did not submit OC PAO was issued.

6. In the written reply filed by respondent No.4 & 5, before the learned Forum, they too submitted the contents similar to that off the written of respondent no.1.

AWARD OF THE FORUM

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

8. 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 set aside the impugned notice and also the impugned Award etc.,

WRITTEN SUBMISSION OF RESPONDENTS

9. In the written replies filed by the respondents no.1, 4 & 5 before this Authority they have reiterated the contents of there written replies filed before the learned Forum.

ARGUMENTS

10. It is submitted by the Learned authorised representative of the appellant that the respondents have released the subject Service connection after verifying the necessary documents etc., and at that time did not demand the OC : that having released the subject Service Connection they cannot demand the backbilling amount now: that the appellant never mis represented the height of the building : that the back billing from March 2025 to December 2025 is illegal : that the learned forum has not applied its mind and that the back billing with retrospective period after a long delay is unfair trade practice. It is accordingly prayed to set aside the PAO notice demanding backbilling amount of Rs.9,33,937/- and to permit the appellant to utilise the subject Service Connection under category HT-II commercial with out demanding an OC.

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

POINTS

12. The points that arise for consideration are:-

- i) Whether the appellant is entitled for setting aside the impugned notice 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

11. The admitted facts are as under:-

- i) It is an admitted fact that the respondents have the subject Service Connection w.e.f., 04.03.2025 after the surrender of its initial service Connection issued

under HT Category-VIII (temporary supply).

ii) It is also an admitted fact that the appellant has not paid the subject backbilling amount.

iii) It is also an admitted fact that the construction of the building of the appellant is completed.

iv) It is also an admitted fact that the building in question is consisting of two cellar portions + Ground floor +three upper floors.

v) It is also an admitted fact that the appellant has not submitted the OC as on today.

SETTLEMENT BY MUTUAL AGREEMENT

12. Both the parties have appeared before this Authority virtually. 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 13.05.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. i. Doctrine of Estoppel
ii. No mis representation
iii. Unfair backbilling
iv. Deficiency in service
v. Clause 3.4.1 origin , purpose , procedure and compliance

POINT No. (iii)

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

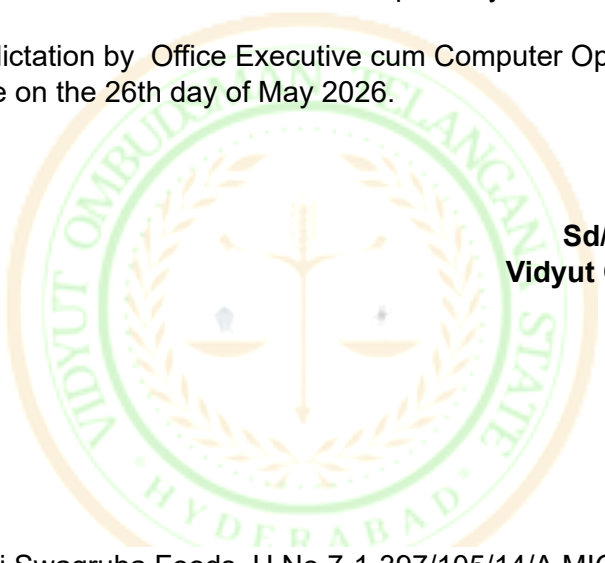
RESULT

20. In the result, the appeal is rejected, confirming the Order passed by the learned Forum, but for different reasons.

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 26th day of May 2026.

Sd/-
Vidyut Ombudsman

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1. M/s. Abhiruchi Swagruha Foods, H.No.7-1-397/105/14/A MIGH, Behind Karur Vysya Bank, S.R.Nagar, Hyderabad - 500 038, represented by Sri Jasti Kishore, Proprietor.
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 6. The Assistant Divisional Engineer/DPE/HT-I/TGSPDCL/Banjara Hills.

Copy to

7. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL, GHA, Erragada.