



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 THE FOURTH DAY OF JUNE
TWO THOUSAND AND TWENTY SIX

Appeal No. 09 of 2026-27

Between

Sri Venkata Ramana Nunna, Zone (13), Khammam Urban, Khammam Circle.
Cell:9912512222.

..... Appellant

AND

1. The Assistant Engineer/Operation/Khammam/Town-3 - 8712483533.
2. The Assistant Divisional Engineer/Operation/Khammam Town - 2 - 8712483557
3. The Assistant Accounts Officer/ERO/Khammam Town - 8712483626
4. The Divisional Engineer/Operation/Khammam - 8712483493

..... Respondents

This appeal is coming on before me for final hearing on this day in the presence of Sri Shaik Madar - authorised representative of the appellant and Sri G. Venkanna - AAE/OP/Khammam/Town-3, Sri M. Sanjeeva Kumar - ADE/OP/Khammam/Town-2, Sri Ch. Prabhakara Rao - AAO/ERO/Khammam Town and Sri M. Yadagiri - ADE/OP/Raghunadhapalem on behalf of DE/OP/Khammam, for the respondents and having stood over for consideration till this day, this Vidhyut Ombudsman passed the following Award:-

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - I, Warangal (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No. No.02/2026-27/Khammam Circle dt.05.05.2026, rejecting the complaint.

2. The case of the appellant is that the respondents have released Service Connection No.59066 (USC No.15450476) (in short 'the subject Service Connection) under Category-II. The respondents have issued excess bill in the HT Category instead of the LT Category for the subject Service Connection in respect of the function hall of the appellant though the Air Conditioners were running on the generators. Therefore it was prayed to withdraw the excess bill and issue the bill in LT Category instead of HT Category.

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 inspected the premises of the subject Service Connection and found that the connected load was 100 KW which was exceeding by 51 KW against the contracted load of 49 KW. Therefore necessary charges were raised duly serving Provisional Assessment notice to the appellant and the billing was changed from LT to HT since the connected load exceeded 56 KW which is maximum permissible load in LT. The appellant extended supply to Air Conditioners as per the requirement. Since the appellant exceeded the load of 56 KW permissible load in LT Category, the billing was changed from March 2025 onwards into HT Category.

4. In the second written reply filed by respondent No.2, it is inter-alia, submitted that the subject service was inspected by him on 24.04.2026 along-with respondent No.1 and accordingly he prepared a detailed report. According to him there are two function halls. The connected load of Air Conditioners is 49.6 KW apart from the connected load of 12.39 KW in the form of LED lights, wall fans, Bore motor, lift and tubes etc., For this Mini function hall the total load is 62 KW. Similarly the main

function hall using the load of 93.6 KW for the 13 Air Conditioners at different locations apart from the load of 19.8 KW in the shape of LED lights, wall fans etc., Thus the total load for the function hall is 113.4 KW..

5. In the written reply filed by respondent No.3 also, it is mentioned about the inspection by the DPE wing with connected load details. He too mentioned about the issuing notice and enhancing load from 49 KW to 100 KW etc., The appellant has exceeded Recorded Maximum Demand (in short 'RMD') on several occasions from July 2016 to December 2024. Since the appellant has been utilising the electricity supply for all his appliances, the subject service was billed under HT Category-II w.e.f., March 2025 onwards.

AWARD OF THE FORUM

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

7. 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 restore the subject Service Connection of the appellant forth-with by setting aside the impugned Award.

WRITTEN SUBMISSION OF RESPONDENTS

8. No written reply was filed by the respondents before this Authority.

ARGUMENTS

9. It is submitted by the authorised representative of the appellant that there are two function halls run by three separate generators where the subject Service Connection is existing released under LT Category-II and that the function halls run on

generators only and that the respondents have illegally converted the electricity usage of the function halls from LT Category to HT Category and demanding to pay Rs.8,00,000/- (Rupees eight lakhs only) towards arrears which is illegal. Hence, it is prayed to withdraw the arrears amount and restore the subject Service Connection under LT Category -II only by setting aside the impugned Award.

10. On the other hand, the respondents have supported the Award of the learned Forum.

POINTS

11. The points that arise for consideration are:-

- i) Whether the appellant is entitled for withdrawal of the amount towards arrears of the subject Service Connection as prayed for?
- ii) Whether the subject Service Connection is liable to be restored under LT Category-II?
- iii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- iv) To what relief?

POINT Nos. (i) to (iii)

ADMITTED FACTS

12. The admitted facts are as under:-

- i. It is an admitted fact that the respondents have released the subject Service Connection initially under LT Category-II.
- ii. It is also an admitted fact that the power supply to the subject Service Connection is restored at present.

SETTLEMENT BY MUTUAL AGREEMENT

13. 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

14. The present appeal was filed on 01.06.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

15. The premises of the appellant consist of two function halls. Main function hall and Mini function hall. The total connected load of the two function halls is distributed on NPDCL supply and on three separate generators. The Tariff Order approved by the Hon'ble Telangana Electricity Regulatory Commission categorizes the consumer category basically on the contracted/connected load. There is a threshold limit for billing the consumers under LT billing Category and HT billing category. The relevant Clauses of the Tariff Order 2025-26 is re-produced here-under:-

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

4.1.3: These tariffs are applicable for supply of electricity to LT consumers with a contracted load of 56 kW/75 HP and below. However, contracted load upto 75 kW/100 HP will be treated as LT, for LT-III Industrial category however, in so far as Rice Mills are concerned the contracted load up to 93 kW/125 HP will be treated under LT-III Industrial category. Similarly for LT-IX EV Charging Stations the Contracted Load upto 150 kW/ 201 HP will be treated under LT.

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 and LT-IX EV Charging Station categories. For LT-III Industrial category having contracted load of more than 100 HP/125 HP as applicable and for LT-IX EV Charging Stations having Contracted Load of more than 150 kW/ 201 HP as applicable, the HT tariffs are applicable.

The above provisions of the Tariff Order provides a threshold limit of 56 KW in order to ascertain the consumer Category whether it has to be billed under HT tariffs or LT tariffs. The HT tariffs compared with LT tariffs are on higher side with 2 part tariffs i.e., demand charges and energy charges separately.

16. Provisions governing where the cases total connected load detected is above 56 KW are Clauses 12.3.3.1 and Clause 12.3.3.2 of GTCS, which are reproduced here-under:-

12.3.3.1: Where the total Connected Load is 75 HP/56 kW or 150HP in cases of LT Cat III(B) or below at the time of detection:

- i. One Month notice shall be given to regularise the additional Connected Load for payment of required service line charges, development charges and consumption deposit, in accordance with the format prescribed in Appendix IX.
- ii Service of consumers who do not get the additional loads regularised, shall be disconnected immediately on expiry of notice period and these services shall remain under disconnection, until they are regularised.

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

- 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.

v. If the consumer where required, does not get the LT services converted to HT supply and regularised as per procedure indicated above within three months from the date of issue of the notice, the Company is entitled to terminate the Agreement by giving required notice as per clause 5.9.4 of the GTCS, notwithstanding that the consumer is paying bills at HT tariff rates prescribed in clause 12.3.3.2 (i) above.

Basing on the above given provision, the respondents resorted to HT billing from March 2025, consequent to inspection of the DPE wing on 24.02.2025.

17. Upon the consumer representation again on 23.03.2026, the ADE/OP inspected the premises on 24.04.2026. The result of the inspection brought out that the load that can be operated and connected on NPDCL supply is 92.6 KW (62.0 KW in the Mini hall + 30.6 KW in the Main hall). The load operated exclusively on generators is 82.8 KW. The total connected load in the premises is 175.4 KW.

18. The key criteria for allowing HT billing is the total connected load in the premises which is 92.6 KW much above than the threshold limit of 56 KW. The other aspect which indicates the load incident on the meter is RMD. The appellant is contending that they are using most of the load upon the generators rather than on the NPDCL supply and hence they are to be billed under LT tariffs. The usage of power can

be ascertained through the RMD of the energy meter used for the billing purpose by the NPDCL. The following are the RMDs recorded of the last year:-

Sl.No.	Month	CMD	RMD
1.	June/2025	100 KW	33.04
2.	July/2025	100 KW	4.2
3.	August 2025	100 KW	18.91
4.	September 2025	100 KW	30.7
5.	October 2025	100 KW	27.67
6.	November 2025	100 KW	19.7
7.	December 2025	100 KW	19.29
8.	January 2026	100 KW	16.36
9.	February 2026	100 KW	13.43
10.	March 2026	100 KW	21.59

The above given RMDs clearly establish that the consumer is utilising NPDCL supply for not only lights and fans but also for Air Conditioners. Previous billing history supports the same where on (12) occasions the RMDs were recorded more than 50 KVA. The plea taken by the appellant that the respondents have illegally calculated the total load of the function hall by adding the main hall, mini hall and dining hall load and these loads are run on the generators only is not correct. It is argued on behalf of the authorised representative of the appellant that no notice was given to the appellant while converting the Category of the subject Service Connection from LT to HT. This argument cannot be accepted because as per Clause 12.3.3.1 of GTCS, notice was given to the appellant on 27.06.2025 and the appellant had the opportunity of

withdrawing the additional load or paying the required amount. The appellant opted for the second choice by paying the amount. The further argument is that in the report of respondent No.1 the load is mentioned as 23 KW only. In this regard it is submitted by the respondents that respondent No.1 was misguided by the private Electricians of the appellant present at the time of inspection by stating that generators were used for the Air Conditioners, which is not correct. More-over, the report of respondent No.2 dt.29.04.2026 during the pendency of the case before the learned Forum clearly establishes that the load is actually 93.6 KW. Thus the report of respondent No.2 prevails over the report of respondent No.1. The letter dt.13.04.2026 addressed by SE/OP/Khammam to the Chief Engineer (IPC & RAC)/TGNPDCL/Corporate Office is only seeking clarification relied on by the appellant. This letter is not useful to the appellant. The learned Forum has analysed the issue properly and came to the correct conclusion on the connected load of the subject Service Connection and categorising it under HT billing Category. In view of the above discussion, I hold that the appellant is not entitled for withdrawal of the amount towards arrears on the subject Service Connection and the subject Service Connection is not liable to be restored under LT Category-II. The impugned Award of the learned Forum is also not liable to be set aside. These points are accordingly decided against the appellant and in favour of the respondents.

POINT No.(iv)

19. In view of the findings on point Nos.(i) and (ii), the appeal is liable to be rejected. However, having regard to the facts and circumstances of the case, the appellant is entitled for grant of instalments to pay the arrears due.

RESULT

20. In the result the appeal is rejected confirming the Award passed by the learned Forum. The appellant is granted (12) monthly instalments to pay the arrears outstanding as on 31.05.2026 starting on or before 15.06.2026. In default of payment of any of these instalments the respondents are at liberty to recover the entire due amount in lumpsum.

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 4th day of June 2026.

**Sd/-
Vidyut Ombudsman**

1. Sri Venkata Ramana Nunna, Zone (13), Khammam Urban, Khammam Circle.
Cell:9912512222.
2. The Assistant Engineer/Operation/Khammam/Town-3 - 8712483533.
3. The Assistant Divisional Engineer/Operation/Khammam Town - 2 - 8712483557
4. The Assistant Accounts Officer/ERO/Khammam Town - 8712483626
5. The Divisional Engineer/Operation/Khammam - 8712483493

Copy to

6. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL-
Nakkalagutta, Hanamkonda, Warangal.