



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**

SATURDAY THE SEVENTH DAY OF MARCH
TWO THOUSAND AND TWENTY SIX

Appeal No. 52 of 2025-26

Between

Sri T. Aravinda Rao, H.No.3-78, Liabarthi, Wardhannapet Mandal, Warangal District.
Cell: 9963782060.

..... **Appellant**

AND

1. The Assistant Engineer/Operation/Wardhannapet - 8712485146.
2. The Assistant Divisional Engineer/Operation/Wardhannapet - 8712485148.
3. The Assistant Accounts Officer/ERO/Wardhannapet - 8712485149
4. The Divisional Engineer/Operation/Warangal (R) - 8712485154

..... **Respondents**

This appeal is coming on before me for final hearing on this day in the presence of the appellant in person and Sri B. Tharun Kumar - AE/OP/Wardhanapet and Sri P.Srinivasa Reddy - AAO/ERO/Wardhannapet 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 - I(Warangal), (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No. 484/2025-26/ Warangal Circle dt.05.02.2026, allowing the complaint in part.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the respondents have released the Service Connection No.13408 00730 (in short 'the subject Service Connection') under Category-I to his house at Liabarthi village. He has been paying the electricity bills regularly. But in June 2025 the respondents have issued a huge bill for Rs. 97,631/- towards arrears. On his representation the respondents have reduced the arrears amount to Rs.66,155/-. Since there is a mistake on the part of the respondents, it is prayed to waive the said bill amount.

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 the billing was done manually and the readings were suppressed and as such the abnormal demand was raised. The meter of the subject Service Connection was tested and it was found normal. The bill was revised and the excess demanded amount from June 2020 to May 2025 for an amount of Rs.31,476/- was withdrawn.

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 on the ground that the respondents have withdrawn the excess demanded amount of Rs.31,476/-.

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 waive the entire demanded arrears amount.

WRITTEN SUBMISSION OF RESPONDENTS

6. In the written replies filed by respondent No.1 to 3 separately, before this Authority, they have reiterated the written reply filed by respondent No.3 before the Learned forum.

ARGUMENTS

7. It is submitted by the appellant that he has been paying the electricity bills regularly and in spite of that the respondents have issued the arrears bill demanding Rs.97,631/- without his fault. Therefore it is prayed to waive the said amount.

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 waiver of the entire bill amount of the subject Service Connection?
- 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) The respondents have released the subject Service Connection under Category-I.
- ii) The respondents have issued demand notice to pay arrears of Rs.97,631/-.
- iii) An amount of Rs.31,476/- was withdrawn by the respondents from the demanded amount.

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 21.02.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. The present dispute is regarding excess billing against Service Connection No. 13408-00730. The meter was tested in the LT lab on 30.07.2025. The results show that the meter is working normally, errors are within the permissible limit (-) 0.36%. Further the test report reveals that the meter has no history. That goes to show that there is no data available to be retrieved from the meter. The record shows that ADE /LT&CT Meter /Warangal has advised to bifurcate the bill as previously the bills were issued under manual billing. During the course of hearing in the CGRF the bills were revised by bifurcating the consumed units from the period June 2020 to May 2025 and an amount of Rs.31,476/- was credited to the appellant service account vide JE No.12 of 05/2025. Notwithstanding the relief given the appellant preferred this appeal to reduce the entire bill amount as his monthly consumption is very less.

14. Vide Lr No. AE/OP/WPET/F.NO/ D.NO 82/ 25-26, Dt:26.05.2025, AE/OP/Wardhanapet admitted that the readings were suppressed prior to May 2025,

the bill for the month of May 2025 was issued with accumulated consumption of 10021 units for an amount of Rs.97,631/- which is stated to be abnormal and hence proposed the revision of bill for the retrospective period of 5 years i.e June 2020 to May 2025 and calculated average units per month as 227.5 units considering IR as 4183 units (June-2020) and FR as 17833 units (May-2025) i.e $(17833-4183=13650/60=227.5$ units) and revised the bill and an amount of Rs.31,476/- was withdrawn. Since the meter testing result is normal within the limits, the question of fault in the meter is ruled out and hence whatever the consumption recorded in the meter is liable to be paid. Whatever the relaxation given i.e Rs.31,476/- is correct which is given by way of bifurcation. Further there is no scope for some more relaxation.

15. As already stated, it is admitted by the AE/OP/Wardhanapet that the readings were suppressed by the meter reader resulting in accumulation of the consumption of 10,021 units in a single month which is quite abnormal which clearly shows that there is negligence of the meter reader which resulted in unnecessary litigation burdening the appellant with huge bill at one time. It is the duty of the staff of respondents to inspect the meter and note the readings correctly as the appellant never defaulted in paying monthly bills, and had the bills been issued with the correct readings the appellant would have paid the bills promptly from time to time. There is a clear deficiency of service by the respondents towards the appellant in giving huge bill at a time. Keeping in view the facts and circumstances of the case, respondent No. 4 is at liberty to hold an inquiry and fix the responsibility as to who is responsible for the present dispute and recover the amount equivalent to the compensation awarded in this case from such erring person. The compensation now being ordered shall be first

given credit to the account of the appellant in the nearest bill which will be issued to the appellant. These points are accordingly decided partly in favour of the appellant and partly in favour of the respondents.

POINT No. (iii)

16. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be allowed in part to the extent indicated above and the impugned Award is accordingly liable to be set aside.

RESULT

17. In the result, the appeal is allowed in part by setting aside the impugned Award. The appellant is awarded compensation of Rs.10,000/- (Rupees ten thousand only). The respondents shall first give credit of the said amount to the appellant immediately by adjusting it in the future bills of the appellant. The compensation amount shall be recovered from the erring person. As regards the balance amount of Rs.56,155/-, the appellant is granted (12) monthly equal instalments to pay the same. The first of such instalments shall be paid in the immediate bill that will be issued by the respondents. In default of payment of any of these instalments the respondents are at liberty to recover the entire due amount in lumpsum. The respondents shall file compliance within (15) days from the 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 7th day of March 2026.

**Sd/-
Vidyut Ombudsman**

1. Sri T. Aravinda Rao, H.No.3-78 Liabarthi, Wardhannapet Mandal, Warangal District.Cell: 9963782060.
2. The Assistant Engineer/Operation/Wardhannapet - 8712485146.
3. The Assistant Divisional Engineer/Operation/Wardhannapet - 8712485148.
4. The Assistant Accounts Officer/ERO/Wardhannapet - 8712485149
5. The Divisional Engineer/Operation/Warangal (R) - 8712485154

Copy to

6. The Chairperson, Consumer Grievances Redressal Forum of TSNPDCL- Warangal,

