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 SEVENTH DAY OF APRIL
TWO THOUSAND AND TWENTY SIX

Appeal No. 55 of 2025-26

Between

Sri Jindam Mahender, s/o. Chakrapani, H.No.6-5-24, Village: Vidya Nagar, Mandal: Sircilla, Rajanna Sircilla District, Ph:9849581777.

….. Appellant

AND

1. The Assistant Engineer/Operation/CESS/T2/Sircilla - 9440814063.
2. The Assistant Divisional Engineer /Operation/CESS/Sircilla - 9440814061
3. The Assistant Accounts Officer/ERO/Sircilla - 9440814069
4. The Divisional Engineer/Operation/CESS/Sircilla - 9440814059

….. Respondents

This appeal is coming on before me for final hearing today in the presence of the appellant in person, virtually and Sri R. Ragunath - ADE/OP/CESS/Sircilla and Sri P.Venkatesham - AAO/ERO/Sircilla for the respondents, virtually 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. 44/2025-26/ Rajanna Sircilla District dt.30.12.2025,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. 1010133153 (in short 'the subject Service Connection') in Category-II with 15KW load. The respondents have raised back billing improperly. Therefore, it was prayed to waive the said back billing.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.4, before the learned Forum, it is, inter-alia, submitted that the officials of the respondents have inspected the premises of the subject Service Connection on 04.09.2024 and observed that the currents in the energy meter (CT meter service) as R:0, Y:0 B:0 Amps and Clamp meter outgoing side (load side) as R:24, 21,20 Amps. The CT meter chamber was opened and there was loose connection of the wire. It was rectified and found the energy meter currents as 14,11,15 Amps and voltages as 251,253, 251 Volts. MRI dumps were taken and on its analysis the current drops occurred from 20.05.2023 to 04.09.2024 (15 months and 14 days). Assessment was done for Rs.6,59,556/-. Accordingly assessment notice was served on the appellant. The back billing amount was revised to Rs.4,80,841/-.

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 and directed the respondents to withdraw the excess raised amount of Rs.1,78,715/- and it granted instalments to the appellant to pay the assessed back billing amount of Rs.4,80,841/- in instalments. The learned Forum has also awarded compensation of Rs.5,000/- from the salary of the erring employees which is to be credited to the account of the subject Service

Connection.

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 set aside the entire back billing amount.

WRITTEN SUBMISSION OF RESPONDENTS

6. In the written reply filed by respondent No.3, before this Authority, it is inter-alia submitted that as per the Award of the learned Forum an amount of Rs.1,78,715/- was already withdrawn from the back billing amount of Rs.6,59,556/- in February 2026. The surcharge amount of Rs.26,800/- levied on Rs.1,78,715/- will be withdrawn in March 2026.

ARGUMENTS

7. It is submitted by the appellant that the defect in the meter is entirely due to negligence of the respondents as there were no periodical checks and the meter reader failed to notice the defect in time. The balance back billing amount is highly excess and the learned Forum has failed to consider the same properly. Accordingly it is prayed to waive the balance back billing 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 withdrawal of the balance back billing amount 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) The respondents have issued back billing amount initially claiming Rs.6,59,556/- including the other charges.

ii). It is an admitted fact that the respondents have withdrawn an amount of Rs.1,78,715/- after the impugned Award was passed by the learned Forum.

iii) The respondents have admitted to withdraw the surcharge amount of Rs.26,800/- in March 2026.

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 23.03.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

PHASE MISSING

13. In the present case it is necessary to know the relevant technical aspects of phase missing. They are as under:-

I) LOW TENSION CURRENT TRANSFORMER METERS (LTCT METERS)

An LTCT (Low Tension Current Transformer) meter arrangement refers to the way energy meters are connected in systems where loads draw high current at low

voltage (typically below 1000V), such as in commercial and industrial settings. These meters measure energy consumption by working with current transformers (CTs), which reduce high current to a safer, smaller value that the meter can easily and accurately register.

PRINCIPLE OF OPERATION

- The main line current passes through the primary winding of the CT.
- The CT produces a much smaller, but proportional, secondary current.
- This secondary current is routed to the energy meter's measured terminals.
- The meter is calibrated to take into account the CT's ratio and accurately record the real energy consumption of the load.
- The terminals of the LTCT meter are connected to the secondary outputs of the CTs (usually marked as S1 and S2 for each phase).

II) METER TERMINAL ARRANGEMENT

- For a three-phase LTCT meter, there are usually 11 or 12 terminals:
- Terminals are connected to phase inputs (R, Y, B) and to the neutral.
- Separate terminals are provided for incoming and outgoing connections from CT secondaries to ensure proper polarity and accuracy.

III) DOCTRINE OF CT METER

- CTs allow safe measurement of high currents without exposing the meter to dangerous voltage or current levels.
- The arrangement is ideal for industrial, commercial, and large residential complexes.
- The meter reads a scaled-down current and voltage. The actual consumption = Meter Reading × CT Ratio.

14. The appellant has the above said LTCT meter arrangement for his Service Connection No. 10101-33153. In this metering setup, the 3 - Phase currents were missing and corresponding values in the tong tester were recorded as R- Phase - 24

amps, Y - phase - 21 amps, B - phase - 20 amps. This shows that the consumer has a healthy 3-phase power supply as the currents pass through the primary winding of the CT, but all the 3-Phases current recording is not reflected precisely in the energy meter resulting in recording of less consumption of energy. Some of the reasons for having irregularities are formation of loose contacts, carbon, rust etc., at the terminals. In the present case, the record shows that the R, Y, & B phases LT secondary connections were found loose.

15. The respondents have submitted the detailed dump records of the energy meter which unfolds the actual recording of the various parameters, such as voltages, currents etc.,consistent with the time. What are 'Dumps' of energy meters?

> "A "Dump" of an energy meter refers to the extraction or output of stored data or readings from the meter, usually for analysis, billing or troubleshooting purposes. In technical contexts, this means accessing historical consumption logs, events, registers, error codes or other internal measurements that the meter records over time."

The procured dump of the subject energy meter reveals that there is Y-Ph current missing.

The data reveals the following:-

1. All the 3-Ph currents were missing intermittently.
2. Currents were missing from dt.20.05.2023 to 04.09.2024 randomly.

CURRENT MISSING

16. It is apparent from the MRI dump record submitted by the respondents that there is zero current recorded in all the 3-Phases of the CT meter which are intermittent, in some occasions the meter is recording the consumption and in some other not recording due to loose contacts. The Provisional Assessment Notice reveals that the meter has recorded at the instance of meter testing on 04.09.2024,

zero currents in all the 3 -phases, whereas the corresponding value of currents were R- Phase - 24 amps, Y - phase - 21 amps, B - phase - 20 amps, when measured through a tong tester.

17. Initially the back billing was raised for an amount of Rs. 6,59,556/- on account of the CT meter defective, the period of assessment is from 20.05.2023 to 04.09.2024 (15 months 14 days) . The learned Forum revised the assessment amount from Rs.6,59,556/- to Rs.4,80,841/- thereby an amount of Rs. 1,78,715/- along with the surcharge raised were withdrawn. The given revised assessment was done based on the units calculation as per connected load which works out to 6235 average units arrived per month i.e 208 units per day. The MRI data reveals that R phase was missing for 333 days from 04.10.2023 to 04.09.2024 intermittently. The Y phase was for 146 days from 16.03.2024 to 04.09.2024 intermittently and B phase was for 351 days from 17.09.2023 to 04.09.2024 intermittently.

Revised Assessment Order of the learned Forum

1. Period of back billing	From 20.05.2023 to 04.09.2024
2. Sanctioned load	15KW
3. Connected load	18.35KW
4. M.F	1
5. As per connected load of the service the average consumption arrived month	6235 units
6. Average consumption per day	6235/30=208 units
7. Recorded consumption in the defective period (from 20.05.2023 to 04.09.2024)	230885.50-194362.50=36523 units.

8. As per the MRI report phase wise (L1 /L2/L3) assessed units during the period (from 20.05.2023 to 04.09.2024)	23088/10123+24336=57547 units
I. Calculated assessed units in L1 phase no of days x average units per day/3	333 days x 208 units/3=23088 units
II. Calculated assessed units in L2 phase no of days x average units per day/3	146 days x208 units/3=10123 units
III. Calculated assessed units in L3 phase no of days x average units per day/3	351 days x 208 units/3=24336 units
9. To be billed units during the period from 20.05.2023 to 04.09.2024	Recorded consumption (20.05.2023 to 04.09.2024)+ Phase wise assessed units from (20.05.2023 to 04.09.2024)=36523+57547=94070
10. As per ERO records already billed units during the period (from 20.05.2023 to 04.09.2023)	50605
11. Shortfall/ difference units	94070-50605= 43465
12. Assessed amount (Rs 11 per units)	43465x11=478115
13. ED charges (Rs 0.06 per unit)	43465x0.06=2608
14. Supervision charges	Rs.118
15. Grand Total	4,80,841/-

18. The learned Forum preferred to assess the loss of revenue taking connected load of the premises which is restaurant duly taking:-

a) Electrical gadget (Numbers):

b) Total wattage

c) Load Utilisation Factor (LUF)

d) Working hours (number of hours of usage per day).

The computation of units so arrived based on the above given methodology works out to 6234 units per month for a total load 18.35 KW.

19. The appellant contended that the alleged defect in the meter in view of loose connection is entirely due to negligence of respondents wherein the mandatory periodical testing were not conducted and back billing for the period more than 15 months was done and resulted in an amount at lump sum at once , which is the huge burden financially. The appellant is not satisfied with the relief given by the learned Forum stating that the assessment is highly excessive, unjust and financially burdensome. According to him, the learned Forum failed to consider that they are paying the bills regularly based on the bills issued by the respondents and hence requested to suitably reduce the back billing amount, since they are not liable for the alleged meter defect. In view of the circumstances stated and in regard to the fact that the 3-phase current missing are random and intermittent in nature, which becomes quite difficult to arrive at the exact extent of loss of revenue in view of the defective meter, it is necessary to adopt a more realistic way of assessment of revenue lost..

20. Here it is necessary to reproduce Clauses 7.5.1.4.1 and 7.5.1.42. 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.

The above given provisions of the GTCS envisages for the assessment in the cases where the meter ceased to function or become 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 become defective. The above given procedure is more prudent for assessment of number of units lost during defective meter period for the subject Service Connection which is for the restaurant, since such types of consumers do not have drastic fluctuation in the consumption pattern, when compared with the previous consumption and hence shall be more realistic for the assessment of units lost.

The following is the revised assessment based on the above:-

1. Period of back billing : 20.05.2023 to 04.09.2024
2. Average consumption : 4759 units
   (As per consumption from April 2025 to March 2026 (which is billed under Healthy metering condition) average Consumption per month arrived for Back billing period)
3. Recorded consumption in the Defective period (from 20.05.2023 to 04.09.2024) : 230885.50 - 194362.50 = 36523
4. As per MRI report phase wise (L1+L2+L3) assessed units during the Period (from 20.05.2023 to 04.09.2024) : 17649+7738+18603 = 43990

i) Calculated assessed units in L1 Phase
No.of days x Avg. Units per day/3 : 333x159/3 = 17649

ii) Calculated assessed units in L2 Phase
No.of days x Avg. Units per day/3 : 146x159/3 = 7738

iii) Calculated assessed units in L3 Phase
No.of days x Avg. Units per day/3 : 351x159/3 = 18603

5. To be billed units during the period From 20.05.2023 to 04.09.2024	: Recorded consumption (20.05.2023 to 04.09.2024)+phase wise assessed units from (20.05.2023 to 04.09.2024) = 36523+43990 = 80513 units
6. As per ERO records already billed units During the period from 20.05.2023 to 04.09.2023)	: 50605 units
7. Shortfall/Difference units	: 80513 - 50605 = 29908 units
8. Assessed amount (Rs.11/- per units)	: 29908 x Rs.11 = Rs.3,28,988/-
9. ED Charges(Rs.0.06 per unit)	: 29908 x Rs. 0.06 = Rs.1794.48
10. Supervision charges	: Rs.118/-
11. Total	: Rs. 3,30,900/-

The above given revised assessment works out to Rs.3,30,900/- instead of the initial assessment of Rs.6,59,556/-. Accordingly, I hold that the appellant is entitled for partial withdrawal of the balance back billing amount and the impugned Award of the learned Forum is liable to be set aside to this extent. These points are decided partly in favour of the appellant and partly in favour of the respondents.

Point No.(iii)

21. 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.

RESULT

22. In the result, the appeal is allowed in part. The respondents are directed to withdraw an amount of Rs.1,49,941/- apart from Rs.1,78,715/- already withdrawn by the learned Forum. The surcharges levied if any upon the back billing amount shall be withdrawn. The appellant is entitled to pay the amount in question as ordered by the learned Forum in (12) monthly instalments commencing from 01.05.2026. 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 7th day of April 2026.

Sd/-

Vidyut Ombudsman

1. Sri Jindam Mahender, s/o. Chakrapani, H.No.6-5-24, Vidya Nagar, Sircilla, Rajanna Sircilla District, Ph:9849581777.
2. The Assistant Engineer/Operation/CESS/T2/Sircilla - 9440814063.
3. The Assistant Divisional Engineer /Operation/CESS/Sircilla - 9440814061
4. The Assistant Accounts Officer/ERO/Sircilla - 9440814069
5. The Divisional Engineer/Operation/CESS/Sircilla - 9440814059

Copy to

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