



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. 57 of 2025-26

Between

M/s. Bombay Offset Pvt.Ltd, Mr. R. Murali Krishna, Director, Plot No.29,
SY.No.39 Sri Ram Nagar Colony, Beside Lakshmi Nagar Colony, Suraram,
Hyderabad -500055. Ph: No- 9246599997.

..... Appellant

AND

1. The Assistant Engineer/Operation/Bowrampet/TGSPDCL/Medchal.
2. The Assistant Divisional Engineer/Operation/Jeedimetla/TGSPDCL/Medchal.
3. The Asst Accounts Officer/ERO/ Jeedimetla/TGSPDCL/Medchal.
4. The Divisional Engineer/Operation/Jeedimetla /TGSPDCL/Medchal.
5. The Superintending Engineer/Operation/Medchal/TGSPDCL/Medchal.

..... Respondents

This appeal is coming on before me for final hearing today in the presence of the Sri U.Pranav authorised representative of the appellant and Sri B.Sai Kiran - AE/OP/ Bowrampet, Sri Prem Kumar - ADE/OP/Jeedimetla and Sri SK.Tarunam Darvesh - AAO/ERO/Jeedimetla 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. 175/2025-26/ Medchal Circle dt.12.02.2026, 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. 014527943 to the appellant at Pally Section, Jeedimetla Division, Medchal Circle under LT Category-II in April 2022. While so, respondent No.1 issued an excess bill to pay Rs.1,73,292/- (Rupees one lakh seventy three thousand two hundred and ninety two only) in respect of unblocking the leading KVArh for the purpose of KVAH billing. The normal monthly bill of the appellant is only Rs. 8,000/- to Rs. 10,000/-. It is a godown. The excess bill referred to above is not correct. Therefore it is prayed to set aside the excess bill amount.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.2, before the learned Forum, it is, inter-alia, submitted that in the Tariff Order for the years 2025-26 of Telangana Electricity Regulatory Commission (in short 'the Hon'ble Commission') has ordered the TG DISCOMs to unblock the leading KVArh instead of KVAH billing. Accordingly, a notice was served on the appellant to pay the required amount.

4. In the written reply filed by respondent No.3, before the learned Forum, he too stated that a demand notice was issued to the appellant regarding the rectification of excess billing in LT- Category-III A to pay Rs. 1,73,292/-.

AWARD OF THE FORUM

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

6. 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.The

appellant has also relied upon the Order in Proceedings No. 07/Tariff /TGERC dated 27.02.2026 issued by the Hon'ble Commission. It is accordingly prayed to direct the respondents to set aside the bill for the excess amount of Rs 1,73,292/-, set aside the impugned Award and also not to take any coercive steps such as disconnection power supply etc.,

7. In the written reply filed by respondent Nos. 2 and 3 separately before this Authority, they have reiterated their written replies filed before the learned Forum.

ARGUMENTS

8. It is argued by the authorised representative of the appellant that as per the Proceedings No.7 dt.27.02.2026 of the Hon'ble Commission the present appeal is liable to be closed and, therefore, it is prayed to set aside the bill demanding Rs.1,73,292/- and to set aside the impugned Award.

9. Heard the respondents.

POINTS

10. The points that arise for consideration are:-

- i) Whether the appellant is entitled for withdrawal of the notice issued by respondent No.1 demanding Rs.1,73,292/-?
- 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 demanded Rs.1,73,292/- from the appellant for unblocking of leading KVArh for the purpose of KVAH billing for LT metered services.

- ii) It is an admitted fact that the appellant has not paid the said amount of Rs.1,73,292/-.
- iii) The Hon'ble Commission has issued Proceeding No. 07 /Tariff/TGERC dt.27.02.2026 after the impugned Award was passed by the learned Forum in respect of unblocking of leading KVArh for the purpose of KVAH billing for LT metered services.

SETTLEMENT BY MUTUAL AGREEMENT

12. 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. In view of the Proceedings No. 07 /Tariff/TGERC dt.27.02.2026 of the Hon'ble Commission, both sides have consented for deciding of the present appeal.

REASONS FOR DELAY IN DISPOSING OF THE APPEAL

13. The present appeal was filed on 25.03.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The appellant has challenged the impugned notice demanding Rs.1,73,292/- for unblocking of leading KVArh for the purpose of KVAH billing . The learned Forum has rejected the complaint. Meanwhile the Hon'ble Commission has issued the Order in Proceedings No. 07 /Tariff/TGERC dt.27.02.2026 in respect of the present dispute clarifying the points involved in this case and deferring the implementation of the Tariff Order dt. 29.04.2025 till 31.03.2026 in respect of unblocking of leading K etc., The said order of the Honb'le Commission reads as under:-



TELANGANA ELECTRICITY REGULATORY COMMISSION

Vidyut Niyamtran Bhavan, G.T.S. Colony, Kalyan Nagar, Hyderabad 500 045

TGERC- Unblocking of leading kVArh for the purpose of kVAh billing for LT metered services – Orders- Issued-Reg

Procds.No. 07/Tariff /TGERC,

Date: 27-02-2026

Read the following

1. RST Order for FY 2024-25, Dated 28.10.2024
2. RST Order for FY 2025-26, Dated 29.04.2025
3. Representations from various stakeholders
4. Letter dated 27.01.2026 from TGNPDCL

ORDER

1. TGDISCOMs in the filings for RST business for FY 2024-25 have requested the Commission to approve the unblocking of leading kVArh for the purpose of kVAh billing and the Commission while passing the Retail Supply Tariff Order for FY 2024-25 dated 28.10.2024 has directed the TGDISCOMs to assess the need of unblocking of kVArh lead for kVAh billing and submit a detailed report to the Commission.
2. The DISCOMs have submitted the study report on impact of blocking of kVArh Lead for different voltage levels of HT Consumers along with tariff filings of 2025-26. In Retail Supply Tariff order 2025-26, the Commission has accepted the request of TGDISCOMs for inclusion of kVArh lead for PF/kVAh computation, is justifiable and directed the TGDISCOMs to issue three (03) months prior notice to relevant consumers intimating about the unblocking of leading kVArh for the purpose of kVAh billing and to maintain power factor near to unity and directed that the billing shall commence after expiry of three (3) months' notice.
3. However, the Commission has received several representations from various consumers and consumer associations, wherein some of them informed that TGDISCOMs have not issued 3 months notice as directed in the Retail Supply Tariff Oder for FY 2025-26 and that the period of 3 months is not sufficient to procure the equipment to maintain the uniform power factor. They also brought to the notice of the Commission that the consumers lack the technical know how in controlling power factor in case of lead block removal and further

informed that the sufficient number of suitable devices are not available in the market for fixing the issues arising out of unblocking and thereby requested for extension of time for implementing the directions. Further, some of the stakeholders requested for relief to MSMEs inline with APERC recent order dated 02.02.2026, wherein APERC has suspended the unblocking of leading kVARh feature in LT smart meters.

4. The representations received were forwarded to TGDISCOMs with a direction to submit their views. Accordingly, TGNPDCL has submitted their response stating that the Licensee has issued three months' notice to all the consumers and after completion of notice period started issuing the CC bills duly unblocking lead kVARh for the purpose of kVAh billing and also informed that they have conducted meetings with consumers.
5. Keeping in view of the concerns expressed by the consumers and for grid stability in order to avoid hardships being faced by the LT consumers, the Commission has inclined to pass the following orders:
 - a) The implementation of the Retail Supply Tariff Order dated 29.04.2025 in respect of unblocking of leading kVARh for the purpose of kVAh billing relating to LT consumers, is deferred until 31.03.2026.
 - b) The TGDISCOMs shall revise all excess bills, if any, raised on LT consumers alone on account of unblocking of leading kVARh from the date of implementation of such unblocking up to the date of these orders. The excess amount so determined shall be adjusted in the monthly bills of the ensuing three (03) months, commencing from April 2026.
 - c) The TGDISCOMs shall take necessary action in accordance with the above directions immediately and submit a compliance report to the Commission within 30 days from the date of these orders.

BY ORDER OF THE COMMISSION



V.RAMCHANDER

**Commission Secretary
TGERC, Hyderabad.**

This order of the Hon'ble Commission covers the present case.

In view of this order the present appeal is liable to be decided in favour of the appellant . Accordingly, the appellant is entitled for withdrawal of the notice issued by respondent No.1 demanding Rs.1,73,292/- and the impugned Award of the learned Forum is liable to be set aside. These points are accordingly decided in favour of the appellant and against the respondents.

Point No(iii)

15. In view of the findings of point Nos. (i) and (ii) the appeal is liable to be allowed and the impugned Award is liable to be set aside.

RESULT

16. In the result the appeal is allowed and the impugned Award is set aside. Accordingly the notice demanding Rs. 1,73,292/- is set aside. The respondents are directed to follow the directions issued in the order in Proceedings No.07/Tariff/TGERC dated 27.02.2026 by the Hon'ble Commission.

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. M/s. Bombay Offset Pvt.Ltd, Mr. R. Murali Krishna, Director Plot No.29, SY.No.39 Sri Ram Nagar Colony, Beside Lakshmi Nagar Colony, Suraram,Hyderabad -500055. Ph: No- 9246599997.

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6. The Superintending Engineer/Operation/Medchal/TGSPDCL/Medchal.

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.

