



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**

WEDNESDAY THE TWENTY EIGHTH DAY OF DECEMBER
TWO THOUSAND AND TWENTY TWO

Appeal No. 15 of 2022-23

Between

Sri Pakide Samba Rao, #16-3-676/1, Fort Road, Warangal, Ekashilanagar,
Warangal District. Cell: 9395359154.**Appellant**

AND

1. The Assistant Engineer / Operation / Mamnoor - 9440811355.
2. The Assistant Divisional Engineer / Operation / Shambunipet - 8331035002.
3. The Divisional Engineer / Operation / Warangal - 9440811313.

..... **Respondents**

This appeal is coming on before me for final hearing on 15.11.2022 in the presence of Sri Pakide Samba Rao - appellant in person and Sri S. Mallikarjun - DE/OP/Warangal, Sri M. Sarveshwar - ADE/OP/Shambunipet and Sri G. Surender - AE/OP/Manmoor and having stood over for consideration till this day, this Vidyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - I (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TSNPDCL') in C.G.No.104/2022-23, Warangal Circle dt.14.07.2022.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that he registered the application in Mee-Seva requesting for release of new Service Connection under Category-I vide application No.NCO22201738297 on 06.01.2022 for a load of 2 KW. He was informed that there was no neutral wire and payment is to be made to string the neutral wire. A service was released to his neighbour. The appellant re-registered the application on 13.05.2022 but it was rejected. The authorities have demanded Rs.4,000/-. Accordingly it was prayed to direct the respondents to release the new Service Connection.

REPLY OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply submitted by respondent No.1, it is submitted that after the appellant registered the application in Mee-Seva the Line Inspector has issued Non-feasible to the application due to no lighting load supply near to the open plot and there is no permission from the Greater Warangal Municipal Corporation (in short 'GWMC'). Accordingly the application was rejected. The Service Connection of the neighbour of the appellant was an unauthorised one.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has closed the complaint by informing the appellant to submit consent letter for payment of necessary charges for providing necessary infrastructure for release of Service Connection and directing

respondent No.1 to prepare an estimate on receipt of consent letter and also directing respondent No.3 to initiate disciplinary proceedings against the staff who extended unauthorised supply to Service Connection No.12101-01416.

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has erred in rejecting the complaint and it has not considered the material on record properly.

GROUNDS OF THE APPEAL

6. In the grounds of appeal, it is, inter-alia, submitted that the appellant has submitted all the required documents to the respondents for getting new Service Connection. One Mr. J.Surender, Line Inspector, demanded him to pay Rs.40,000/- (Rupees Forty Thousand only) as bribe to complete the work of the appellant. The respondents have mis-guided the learned Forum to save themselves. Hence it is prayed to direct the respondents to release new Service Connection.

WRITTEN SUBMISSION OF THE RESPONDENTS

7. In the written submissions of respondent No.2 before this Authority, it is, inter-alia, stated that the appellant has to submit the consent letter with permission from GWMC for construction of new building.

8. Heard both sides.

POINTS

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for new Service Connection as prayed for by him?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- ii) To what relief?

POINT No. (i) and (ii)

ADMITTED FACT

10. It is an admitted fact that the appellant has applied for new Service Connection, but so far it was not released by the respondents.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority on different dates. 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. Since I took charge as Vidyut Ombudsman on 01.07.2022 and since there was no regular Vidyut Ombudsman earlier, the appeal was not disposed of within the prescribed period.

CRUX OF THE MATTER

13. The appellant Sri Pakide Samba Rao registered an application towards new Service Connection for domestic purpose under Category-I, vide application No.. NCO22201738297 dt.06.01.2022 for a load of 2000 Watts. The application was rejected by the respondents stating that the premises is open plot, there is no feasibility to issue lighting load supply to the open plot and there is no permission from GWMC authorities. The estimate will be prepared for extension of supply as there is 11 KV line of Manmoor Town feeder approximately 300 meters from the open plot. The request of the appellant to release the domestic supply from the nearby agriculture DTR by way of stringing the neutral land cannot be considered since there is no provision to give power supply in the agriculture DTR. Section 43 of the Electricity Act 2003, casts the duty on the distribution licensee to supply electricity on request to any premises and section 46 of the said Act authorises the distribution licensee to recover the expenses from the prospective consumers for the supply of electricity. In the present case, if there is any requirement of permission from the local authority the alternative options shall be explored such as giving power supply under temporary category and the licensee shall give the estimate to the appellant for

necessary payments for giving the power supply. Accordingly, I hold that the appellant is entitled for release of the new Service Connection under Temporary Category and the Award of the learned Forum is modified to that extent. These points are accordingly decided partly in favour of the appellant and partly in favour of the respondents.

POINT No. (iii)

14. In view of the findings on point No. (i) and to (ii), the appeal is liable to be allowed in part.

RESULT

15. In the result, the appeal is allowed in part. The respondents are directed to release the new Service Connection under Temporary Category.

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 this the 28th day of December 2022.

Sd/-
Vidyut Ombudsman

1. Sri Pakide Samba Rao, #16-3-676/1, Fort Road, Warangal, Ekashilanagar, Warangal District. Cell: 9395359154.
2. The Assistant Engineer / Operation / Mamnoor - 9440811355.
3. The Assistant Divisional Engineer / Operation / Shambunipet - 8331035002.
4. The Divisional Engineer / Operation / Warangal - 9440811313.

Copy to

5. The Chairperson, Consumer Grievances Redressal Forum of TSNPDCL-
H.No.2-5-28,Opp: Head Post Office, Nakkalagutta, Hanamkonda, Warangal
District, Pin: 506 001

