



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 FOURTH DAY OF OCTOBER
TWO THOUSAND AND TWENTY FIVE

Appeal No. 19 of 2025-26

Between

Sri Velpula Madhava Rao, H.No.2-10-216, Jyothi Nagar, Maqdumpura,
Karimnagar District.

.....Appellant

AND

1. The Assistant Engineer/Operation/Maqdumpur - 8712482208.
2. The Assistant Divisional Engineer /Operation/Karimnagar Rural - 8712483236
3. The Divisional Engineer/Operation/Karimnagar - 8712493303.

..... Respondents

This appeal is coming on before me for the final hearing on this day in the presence of the appellant and Sri N.Naresh, AAE/OP/Maqdumpur and Sri G.Raghu, ADE/OP/Karimnagar Rural for the respondents 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 - (Warangal) (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No.135/2025-26/Karimnagar Circle dt.28.08.2025,

rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that he has applied for a new agricultural Service Connection for his land at Chamanapalli village, Karimnagar district. Thereafter he received a demand notice for payment of estimated charges of Rs.1,15,916/-, which he is unable to pay. He requested for release of new agricultural Service Connection without payment of any amount.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by respondent No.2, before the learned Forum, it is, inter-alia, submitted that the appellant applied for a new agricultural Service Connection with a 5.0 HP load near Chamanapalli village, where the existing SS. No.43/16 KVA DPR is located. Already three borewells of 5.0 HP load each are running on this DTR and since the load limit is 15 HP, it is not possible to add another 5.0 HP agricultural connection. Therefore a separate 16 KVA DTR and 11 KV line estimate was prepared vide WBS No.A-2501-03-01-02-03-005, sanction No. DE/OP/NPDCL/KNR/SL. No SPAPE 12/2025 dated 2.07.2025. Accordingly a demand notice for an amount of Rs.1,15,916.06/- was served to the appellant.

AWARD OF THE FORUM

4. After considering the material on record, the learned Forum has practically rejected the complaint.

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, reiterating the contents of the complaint filed before the learned Forum. It is accordingly prayed to release the new service connection as stated above, without payment of any amount.

ARGUMENTS

6. It is submitted by the appellant that the appellant is a small farmer and as such he is unable to pay the required amount hence it is prayed to direct the respondents to release the new agricultural service connection without payment of any amount.

7. On the other hand, the respondents have supported the award of the learned Forum and prayed to reject the appeal.

POINTS

8. The points that arise for consideration are:-

- i) Whether the appellant is not liable to pay the estimated amount of Rs.1,15,916/- for the release of new agricultural Service Connection as prayed for?
- ii) Whether the Award of the learned Forum is liable to be set aside? and
- iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

9. It is an admitted fact that the appellant has applied for release of new agricultural service connection to his land at Chamanapalli (V). It is also an admitted fact that the respondents have sanctioned the said Service Connection on the condition of the appellant paying Rs.1,15,916/- for executing the work

SETTLEMENT BY MUTUAL AGREEMENT

10. 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

11. The present appeal was filed on 15.09.2025. This appeal is disposed of within the period of (60) days.

CRUX OF THE MATTER

12. The appellant claims that he is a small farmer as such he is unable to pay the required amount for release of new agricultural Service Connection. The respondents claim that unless the estimated amount is paid, there is no

scope to release the new Service Connection.

13. Though the appellant claims that he is a poor person and a small farmer unless there is scope for release of the subject service connection without payment of the estimated amount, there is no possibility to release the new service connection. There is no provision in the relevant law exempting payment of the required amount for the purchase of material etc. Further as per the Clause 6(2) of Regulation 4 of 2013 the licensee is authorised to recover from the applicant, requiring supply of electricity, any expenses that the licensee shall be required to reasonably incurred to provide any electric line specifically for the purpose of giving such line to the applicant. Thus when the infrastructure is developed for the electric line to the land of the appellant and when there is no provision to provide such electricity supply free of cost, the respondents cannot provide power supply without payment of estimated amount. Therefore, I hold that the appellant is liable to pay the estimated charges of Rs.1,15,916/- for the release of new agricultural Service Connection and the Award of the learned Forum is not liable to be set aside. These points are accordingly decided against the appellant and in favour of respondents.

Principles of natural Justice

14. The appellant submitted that no opportunity was given to him before the learned Forum while deciding the complaint filed by him. A perusal of the impugned Award shows that there is no mention as to whether the

appellant was heard and when the arguments were advanced by the parties etc. The learned Forum must clearly mention as to whether the complainant and respondents have argued the matter and the dates of such arguments etc., It is necessary to follow the principles of natural justice to hear the parties before passing the Award. The Award must show the particulars of the presence of the parties. Here it is relevant to mention one of the fundamental principles that Justice should not only be done but it should be seen to be done.

Point No.(iii)

15. In view of the findings on point Nos.(i) and (ii), the appeal is liable to be rejected.

RESULT

16. In the result, the appeal is rejected confirming the Award passed by the learned Forum.

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 4th day of October 2025.

Sd/-

Vidyut Ombudsman

1. Sri Velpula Madhava Rao, H.No.2-10-216, Jyothi Nagar, Maqdumpura, Karimnagar District.
2. The Assistant Engineer/Operation/Maqdumpur - 8712482208.
3. The Assistant Divisional Engineer /Operation/Karimnagar Rural - 8712483236
4. The Divisional Engineer/Operation/Karimnagar - 8712493303.

Copy to

5. The Chairperson, Consumer Grievances Redressal Forum of TGNPDCL- Nakkalaguta, Hanamkonda- Warangal District.

