



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 SIXTH DAY OF SEPTEMBER
TWO THOUSAND AND TWENTY THREE

Appeal No. 26 of 2023-24

Between

Sri M.Bikshapathi, s/o. M. Muthaiah, H.No.17-2-858, Madannapet, Saidabad,
Hyderabad - 500 059, Mobile: 9347181182.

.....Appellant

AND

- 1.The Assistant Engineer/Operation/Madannapet/TSSPDCL/Hyderabad.
2. The Assistant Divisional Engineer/Operation/Santosh Nagar / TSSPDCL / Hyderabad.
3. The Assistant Accounts Officer /ERO/Chanchalguda/TSSPDCL/Hyderabad.
4. The Divisional Engineer/OP/Asmangadh/TSSPDCL/Hyderabad.
5. The Superintending Engineer/OP/Hyderabad South Circle / TSSPDCL / Hyderabad.

..... Respondents

This appeal is coming on before me for final hearing on 05.09.2023 in the presence of Sri M. Rama Krishna - representative of the appellant and Sri Vinod Kumar - ADE/OP/Santosh Nagar, Sri K. Anil Kumar - AAO/ERO/Saidabad and Sri MD.Yousuf - JAO/Santosh Nagar 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 - (Greater Hyderabad Area),

Hyderabad (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No 365/2022-23, Hyderabad South Circle dt: 18.05.2023, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that one Service Connection in the house of the appellant was to be dismantled by the respondents. One Mrs. M. Kavitha who has been working as an Assistant Engineer, Begum Bazar Circle, Hyderabad with the Licensee was troubling the appellant in the said issue. It was accordingly prayed to take action against the said Mrs. M.Kavitha.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply submitted by respondent No.1, it is stated that, there was one Service Connection under 'Billstop' status in the building of Mrs.M. Kavitha. Respondent No.1 asked her to register an application in CSC for dismantling the service by following the procedure. The meter in question was not under use since (15) years and it was under 'Billstop' status. An application was registered in CSC for dismantling of the said service. After due process the respondents have issued No Dues Certificate for dismantlement of the subject Service Connection.

4. In the written reply submitted by respondent No. 3 also, he made similar facts like respondent No.1.

AWARD OF THE FORUM

5. After considering the material on record and after hearing both sides the learned Forum has closed the complaint with specific observations.

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, reiterating his earlier contents of the complaint.

WRITTEN SUBMISSION OF RESPONDENTS

7. In the written reply submitted by respondent No.1, before this Authority, it is submitted that one Outstanding Ledger Status (in short 'OSL') Service was existing in the premises of the appellant with Service Connection No. R2011498. Mrs. M. Kavitha has registered for dismantling the service on 01.12.2022. After clearing the dues by the appellant, No Dues Certificate was issued by respondent No.3. The meter was removed from the premises and handed over to MRT as per the procedure. Finally the Service Connection was dismantled by the respondents.

ARGUMENTS

8. Heard both sides.

POINTS

9. The points that arise for consideration are:-
- i) Whether there are sufficient grounds to interfere with the Award passed by the learned Forum?
 - ii) Whether the impugned Award passed by the learned Forum is liable to be set aside? and
 - iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

10. It is an admitted fact that one Service Connection bearing No.R2011498 was standing in the name of one T. Yadagiri which was released long back and it was under 'Billstop' status since December 2011. After payment of Rs.500/- by the appellant, No Due Certificate was issued. Finally the said Service Connection was dismantled.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties appeared before this Authority on 05.09.2023. 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 08.08.2023. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. The material on record goes to show that there was one idle meter existing in the premises of the appellant under OSL Status with Service Connection No. R2011498 in the name of Sri T.Yadagiri. The said Service Connection was dismantled on 25.05.2023 after following the due procedure. It appears that some disputes are pending between the appellant and his close relatives. In view of these factors, I hold that there are no reasonable grounds to interfere with the Award passed by the learned Forum and the learned Forum is correct in closing the complaint, These points are accordingly decided against the appellant and in favour of the respondents.

POINT No. (iii)

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

RESULT

15. 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 the 6th day of September 2023.

**Sd/-
Vidyut Ombudsman**

1. Sri M.Bikshapathi, s/o. M. Muthaiah, H.No.17-2-858, Madannapet, Saidabad, Hyderabad - 500 059 Mobile: 9347181182.
2. The Assistant Engineer/Operation/Madannapet/TSSPDCL/Hyderabad.
3. The Assistant Divisional Engineer/Operation/Santosh Nagar / TSSPDCL / Hyderabad.
4. The Assistant Accounts Officer /ERO/Chanchalguda/TSSPDCL/Hyderabad.
5. The Divisional Engineer/OP/Asmangadh/TSSPDCL/Hyderabad.
6. The Superintending Engineer/OP/Hyderabad South Circle / TSSPDCL / Hyderabad.

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.

