



**BEFORE THE VIDUYUT OMBUDSMAN FOR THE STATE OF TELANGANA**

First Floor 33/11 kV Substation, Hyderabad Boat Club Lane  
Lumbini Park, Hyderabad - 500 063

**PRESENT : SRI MOHAMMAD NIZAMUDDIN  
VIDUYUT OMBUDSMAN**

SATURDAY THE TWELFTH DAY OF NOVEMBER  
TWO THOUSAND AND TWENTY TWO

**Appeal No. 30 of 2021-22**

Between

Sri Guruvu Shankariah, H.No.1-42, Machupally village, Kodair Mandal,  
Nagarkurnool District. Cell: 966671156.

**.....Appellant**

**AND**

1. The Assistant Engineer / Operation / Kodair / TSSPDCL / Nagarkurnool District.
2. The Assistant Divisional Engineer / Kollapur / TSSPDCL / Nagarkurnool District.
3. The Divisional Engineer / Operation / Nagarkurnool / TSSPDCL / Nagarkurnool District.
4. The Superintending Engineer / Operation / Nagarkurnool Circle / TSSPDCL / Nagarkurnool District.

**..... Respondents**

This appeal is coming on before me for final hearing on 01.10.2022 in the presence of the appellant, not present, and Sri I. Sai Mohan - ADE/OP/Kollapur representing the respondents and having stood over for consideration till this day, this Viduyut Ombudsman passed the following:-

**AWARD**

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - 1 (Rural) (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short

'TSSPDCL') in C.G.No. 15/2021-22/Nagarkurnool Circle dt.25.09.2021 disposing of the complaint with specific directions.

#### **CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant is that the appellant and three others have paid demand drafts on 14.12.2018 for an amount of Rs.5,787/- each for release of agricultural services and transformer and registered applications with Customer Service Center Nagarkurnool on 10.01.2019. The respondents have not responded to their request. Therefore it is prayed to direct the respondents to release new Service Connections etc. stated above to the appellant and others.

#### **CASE OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written submissions of respondent No.1, it is, inter-alia, stated that the work of the consumers was carried out basing on the seniority.

4. In the written submissions of respondent No.2, it is, inter-alia, stated that they are maintaining seniority to release new Service Connections.

#### **AWARD OF THE FORUM**

5. After considering the material on record and after hearing both sides, the learned Forum has disposed of the complaint directing the respondents to complete the infrastructure works for extension of supply to the agriculture borewells of the appellant and others and release the services within (45) days from the date of the said Award. The learned Forum has also awarded compensation of Rs. 10,000/-.

## **GROUND OF THE APPEAL**

6. Since the respondents have not complied with the Award passed by the learned forum, this appeal was preferred stating, inter-alia, that the respondents have not complied with the Award passed by the learned Forum.

7. It is also stated that the respondents have released new connections who applied subsequently to the appellant and others ignoring seniority. Therefore it is prayed to Award compensation to the appellant.

## **WRITTEN SUBMISSION OF THE RESPONDENTS**

8. In the reply filed by respondent No.3, before this Authority, it is inter-alia, submitted that an amount of Rs.10,000/- was recovered from the salaries of one B.Ravi Kumar - Assistant Divisional Engineer and one T. Gopal Krishna Reddy - Assistant Engineer and credited to the Service Connection of the appellant and three others.

9. The appellant has also filed an application stating that the respondents have completed the required work and therefore it is prayed to close the present appeal.

10. As seen from the records the appellant did not appear before this Authority on any date on 13.07.2022, 26.07.2022, 01.08.2022,17.08.2022, 07.09.2022 and on 01.10.2022.

11. Heard the respondents.

**POINTS**

12. The points that arise for consideration are:-

- i) Whether the appeal is liable to be closed?
- ii) To what relief?

**POINT No. (i)**

**REASONS FOR DELAY IN DISPOSING OF THE APPEAL**

13. 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.

**ADMITTED FACT**

14. It is an admitted fact that the appellant has applied for release of a new agricultural Service Connection and as on today, the said service connection was released.

**CRUX OF THE CASE**

15. After preferring the present appeal according to the appellant, the respondents have completed the required work of releasing the new agriculture Service Connection and also installing a transformer etc,. The documents filed by the respondents also show that compensation amount awarded by the learned Forum was also recovered from the respondent-employees and also credited to the appellant and other beneficiaries. Thus the appellant himself

prayed to close the appeal. In view of these factors, I hold that it is a fit case to close the appeal. This point is accordingly decided.

**POINT No. (iii)**

16. In view of the findings on point No. (i) the appeal is liable to be closed.

**RESULT**

17. In the result, the appeal is closed.

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 12th day of November 2022.

Sd/-

**Vidyut Ombudsman**

1. Sri Guruvu Shankariah, H.No.1-42, Machupally village, Kodair Mandal, Nagarkurnool District. Cell: 966671156.
2. The Assistant Engineer / Operation / Kodair / TSSPDCL / Nagarkurnool District.
3. The Assistant Divisional Engineer / Kollapur / TSSPDCL / Nagarkurnool District.
4. The Divisional Engineer / Operation / Nagarkurnool / TSSPDCL / Nagarkurnool District.
5. The Superintending Engineer / Operation / Nagarkurnool Circle / TSSPDCL / Nagarkurnool District.

**Copy to**

6. The Chairperson, Consumer Grievances Redressal Forum- 1 (Rural) of TSSPDCL- , H. No.8-03-167/14, GTS Colony, Vengal Rao Nagar, Erragadda, Hyderabad - 45.