



**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**

FRIDAY THE THIRTEENTH DAY OF OCTOBER  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 35 of 2023-24**

Between

Mrs. Pathipaka Renuka, w/o. Pathipaka Venkata Vara Prasada Rao, H.No.  
P.No.6, W Part, Shanthi Nagar, Kalvancha, Hyderabad - 500 070.  
Cell: 9948407128.

**.....Appellant**

**AND**

1. The Assistant Engineer / Operation / Shanthi Nagar/TSSPDCL/Saroor Nagar.
2. The Assistant Divisional Engineer / Operation / Hayath Nagar / TSSPDCL / Saroor Nagar.
3. The Assistant Accounts Officer / ERO / Hayath Nagar / TSSPDCL / Saroor Nagar.
4. The Divisional Engineer / Operation / Saroor Nagar / TSSPDCL/Saroor Nagar.
5. The Superintending Engineer / Operation / Saroor Nagar / TSSPDCL / Saroor Nagar.
6. The Accounts Officer /Expenditure/Saroor Nagar/TSSPDCL/Saroor Nagar.

**..... Respondents**

This appeal is coming on before me for final hearing today in the presence of Sri P. Venkata Vara Prasada Rao, representative of the appellant virtually and Smt. P. Jyothi - AAE/OP/Shanthi Nagar, Sri B. Yugandhar - ADE/OP/Hayath Nagar and Sri R. Ramana Reddy - SAO/OP/Saroor Nagar for the respondents virtually and having stood over for consideration, 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.86/2023-24/Saroor Nagar Circle, allowing the complaint in part and directing the respondents to pay an amount of Rs.3,000/- (Rupees three thousand only) to the appellant (complainant) towards compensation.

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

2. The case of the appellant is that she is the consumer of Service Connection No.621802251 at Hayath Nagar, Hyderabad. She applied for two new Service Connections in 2019 and also paid the required amount. But the said new services were not released and the amount paid by her was also not refunded. The respondents have created mental agony and tension by delaying the said payment. Therefore, it was prayed to direct the respondents to refund the amount paid by the appellant and also to award compensation of Rs.10,00,000/- (Rupees ten lakhs only) from the respondents.

### **WRITTEN SUBMISSIONS OF THE RESPONDENTS**

3. In the written reply submitted by respondent No.2, it is, inter-alia, stated that respondent No.1 has rejected the request of the appellant to release the new Service Connections on the ground that the existing LT line is

at a long distance. In respect of refund of the amount respondent No.1 submitted the representation of the appellant to respondent No.2, who in turn, addressed a letter in this regard to the Accounts Officer/Saroor Nagar Circle on 31.12.2021. This respondent doesn't know of these developments. Subsequently the application was processed and the amount was adjusted to the existing Service Connection of the appellant.

4. In the written reply submitted by respondent No.3 also, he stated the contents similar to that of respondent No.2.

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

5. After considering the material on record and after hearing both sides, the learned Forum has allowed the appeal in part awarding compensation of Rs.3,000/- to the appellant.

6. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred reiterating the contents of her complaint and stated that the compensation awarded by the learned Forum is not acceptable to her. Accordingly it is prayed to do justice.

#### **WRITTEN SUBMISSION OF THE RESPONDENTS**

7. In the written reply filed by respondent No.2 before this Authority, it is, inter-alia, submitted that earlier due to technical problem, the amount was not refunded immediately. The said amount was refunded subsequently.

8. In the additional written reply submitted by respondent No.2, it is, inter-alia, submitted that the appellant has applied for three new Service Connections on 04.10.2023. The estimate was prepared and sanctioned on 05.10.2023. The consumer paid the required amount on 06.10.2023 and the work was executed. It is accordingly prayed to waive the compensation awarded by the learned Forum.

9. Heard both sides.

#### **POINTS**

10. The points that arise for consideration are:-

- i) Whether the appeal is liable to be closed in view of release of three Service Connections? and
- ii) To what relief?

#### **POINT No. (i)**

#### **ADMITTED FACTS**

11. It is an admitted fact that the respondents have released Service Connection No. 621802251 to the appellant initially. It is also an admitted fact that there was delay in refunding the amount paid by the appellant for release of two Service Connections.

#### **SETTLEMENT BY MUTUAL AGREEMENT**

12. This Authority on appearance of both sides tried to settle the main issue of releasing the new Service Connections by mutual agreement.

Accordingly, the respondents have released the three Service Connections required by the appellant.

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

13. The present appeal was filed on 23.09.2023. This appeal is being disposed of within the period of (60) days as required.

### **CRUX OF THE MATTER**

14. The appellant who is already a consumer of the respondents has applied for two new Service Connections and paid the required amount. For some reasons those two Service Connections were not released and more-over there was a delay in refunding the amount.

15. This Authority after analysis of the entire material on record found that the appellant was in need of new Service Connections as such there is an element for amicable settlement. Apart from rejection of request for two new Service Connections, the amount paid by the appellant was also not refunded by the respondents. In view of these factors the undersigned took initiative for releasing the new Service Connections by the respondents, if the appellant still requires those Service Connections. Accordingly this Authority enquired with the representative of the appellant as to whether the appellant still requires new Service Connections at this stage. The representative of the appellant stated that they require new Service Connections. Immediately, I directed the respondents present to release the new Service Connections required by the

appellant at the earliest as per the procedure. Accordingly, the respondents have released three Service Connections as required by the appellant expeditiously. Thus the main grievance of the appellant itself is resolved amicably. In fact the appellant has filed a letter before this Authority that now with the release of new Service Connections and refund of the amount paid by her earlier she has no grievance against the respondents and she is happy with the services rendered by the respondents. She has also requested to end the litigation. In view of these factors, the appeal is liable to be closed. This point is accordingly decided.

**POINT No. (ii)**

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

**RESULT**

17. In the result, since the respondents have released (3) new Service Connections, this appeal is closed. With the closure of the appeal, compensation of Rs.3,000/- awarded by the learned Forum is also waived at request of both parties.

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 13th day of October 2023.

**Sd/-  
Vidyut Ombudsman**

1. Mrs. Pathipaka Renuka, w/o. Pathipaka Venkata Vara Prasada Rao, [H.No.](#)  
P.No.6, W Part Shanthi Nagar, Kalvancha, Hyderabad. - 500 070  
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Nagar.
7. The Accounts Officer /Expenditure/Saroor Nagar/TSSPDCL/Saroor Nagar.

**Copy to**

8. 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.