



**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 ELEVENTH DAY OF JANUARY  
TWO THOUSAND AND TWENTY THREE

**Appeal No. 40 of 2021-22**

Between

Sri Sreeramoju Akshay Kumar, [H.No.2-8-693/1/4](#), Plot No.19, Sy No.93,  
Bhavani Nagar, Waddepally, Hanamkonda District.Phone No. 994981970.

.....Appellant

**AND**

1. The Assistant Engineer / Operation / Station Road - 9440811350.
2. The Assistant Divisional Engineer / Operation / Warangal - 9440811331.
3. The Divisional Engineer / Operation / Warangal - 9440811313.

..... Respondents

This appeal is coming on before me for final hearing on 07.12.2022 in the presence of Sri Sreeramoju Akshay Kumar, appellant in person, Sri A.Swamy Reddy- AE/OP/Station Road Sri G.Ganesh - ADE/OP/Warangal and Sri T.Vijay-Sub Engineer- representing respondent no.3 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.206/2021-22, Warangal Circle dt.24.12.2021, closing the complaint,

with specific directions.

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

2. The case of the appellant is that he submitted online applications for two domestic meters on his name, one each at his houses bearing H.No-16-7-149 and H.No 10-6-99, respectively at Warangal but his applications were rejected without proper reasons. On 19.11.2021, again he submitted two applications on 12.11.2021 and 17.11.2021 after clearing dues on the existing two meters, but he did not get any result. Therefore it is prayed to help him in releasing the two Service Connections in his name.

### **REPLY OF THE RESPONDENT BEFORE THE FORUM**

3. In the written reply submitted by respondent No.1, it is stated that a new Service Connection no.15181-152055 was released in the month of November-2021. His another application was rejected since Service Connection no.15130-000923 is existing at the premises. Similarly the two other applications were rejected due to the reason that there is an open plot and one Sri S.Eshwar Rao made an objection for such release.

### **AWARD OF THE FORUM**

4. After considering the material on record and after hearing both sides, the learned Forum has directed the respondents to release new Service Connections by duly following the Rules and Regulation etc.,

5. Aggrieved by the Award passed by the learned Forum, the present appeal is preferred, contending among other things, that the learned Forum has not followed the Clauses of General Terms and Conditions Of Supply (in short 'GTCS'). Accordingly it is prayed to do justice.

6. Heard both sides.

### **POINTS**

7. The points that arise for consideration are:-

i) Whether there are sufficient grounds to direct the respondents for restoration of the Service Connection No.15130-000923 in favour of the appellant?

ii) Whether the impugned Award of the learned Forum is liable to be set aside? and

iii) To what relief?

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

### **ADMITTED FACTS**

8. It is an admitted fact that the appellant has applied for release of new two domestic connections in his name. It appears that in November 2021 one Service Connection was released.

### **SETTLEMENT BY MUTUAL AGREEMENT**

9. 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. The respondent

officials have assured to release the new Service Connection to the house of the appellant.

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

10. 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**

11. As already stated the respondents have released Service Connection No. 15181-152055 on 01.11.2021 to the appellant. However it appears that due to some dispute between the appellant and some other person since there is scope for law and order problem in restoration of Service Connection No.15130-000923 at the premises of the appellant subject to payment of dues if any, as prayed for by him, it was not restored. The respondents have assured that the Service Connection will be restored whenever police protection is provided. In view of these factors I hold that these are sufficient grounds to direct the respondents to restore the Service Connection No. 15130-000923 in favour of the appellant, subject to providing police protection. The impugned Award is liable to be modified accordingly. Though appellant requested two more commercial Service Connections before the learned Forum, he did not press for the same before this authority. These points are decided accordingly.

**POINT No. (iii)**

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

**RESULT**

13. In the result, the appeal is allowed. The respondents are directed to restore Service Connection No.15130-000923 subject to payment of dues if any to the house of the appellant subject to the provision of police protection.

A copy of this Award is made available at <https://vidyutombudsman-tserc.gov.in>.

Typed to my dictation by Private Secretary, corrected and pronounced by me on this the 11th day of January 2023.

Sd/-  
**Vidyut Ombudsman**

1. Sri. Sreeramoju Akshay Kumar, [H.No.2-8-693/1/4](#), Plot No.19, Sy No.93, Bhavani Nagar, Waddepally, Hanamkonda District.Phone No. 994981970.
2. The Assistant Engineer / Operation / Station Road - 9440811350.
3. The Assistant Divisional Engineer / Operation / Warangal - 9440811331.
4. The Divisional Engineer / Operation / Warangal - 9440811313

**Copy to**

5. The Chairperson, Consumer Grievances Redressal Forum of TSNPDCL- I, H.No.2-5-58, Opp: Head Post Office, Nakkalagutta, Hanamkonda, Warangal District, Pin code - 506001.