



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 TWENTY FIRST DAY OF DECEMBER
TWO THOUSAND AND TWENTY TWO

Appeal No. 41 of 2021-22

Between

Sri B. Shiva Shankar, s/o. Narsimha, #1-70, Kasimbowli (village & post),
Amadapur village, Moinabad Mandal, Ranga Reddy District - 501 504
Cell: 9010369825.

.....**Appellant**

AND

1. The Assistant Engineer / OP / Moinabad / TSSPDCL / Hyderabad.
2. The Assistant Divisional Engineer / Operation / Ibrahimbagh / TSSPDCL / Hyderabad.
3. The Divisional Engineer / Operation / Ibrahimbagh / TSSPDCL / Hyderabad.
4. The Superintending Engineer / Operation / Cyber City Circle / TSSPDCL / Hyderabad.

..... **Respondents**

This appeal is coming on before me for final hearing on 14.11.2022 in the presence of Sri B. Shiva Shankar, appellant in person and Sri Ramesh Medi - ADE/OP/Ibrahimbagh and Sri B. Hamu - AE/OP/Moinabad representing 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 (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TSSPDCL') in C.G.No.89/2021-22, Cybercity Circle dt. 20.01.2021.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the appellant who is the consumer of Service Connection Nos. 8102 00949 and 8102 00951 at Sy.No.125/A, Amadapur village, Moinabad Mandal, Ranga Reddy District approached the learned Forum with a prayer to direct the respondents to rectify the low voltage problem by erecting new 25 KVA DTR along-with poles and matching materials.

REPLY OF THE RESPONDENTS BEFORE THE FORUM

3. The respondents have not filed any written submissions before the learned Forum.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has directed the respondents to rectify the voltage problem to the Service Connections of the appellant after preparing an estimate etc. in that regard.

GROUND OF THE APPEAL

5. Since the respondents have not complied with the directions of the learned Forum, this appeal was preferred contending among other things, that the grievance was not redressed and prayed to rectify the low voltage problem.

WRITTEN SUBMISSION OF THE RESPONDENTS

6. In the written submissions of respondent No.2 before this Authority on 14.11.2022 it is stated that the grievance was addressed properly by erecting DTR as prayed for.

7. Heard both sides.

POINTS

8. The points that arise for consideration are:-

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

POINT No. (i)

ADMITTED FACTS

9. It is an admitted fact that the appellant is having (2) agricultural Service Connection Nos. 8102 00949 and 8102 00951.

SETTLEMENT BY MUTUAL AGREEMENT

10. 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. 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. 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

12. During the course of hearing the appellant has submitted that the respondents have erected distribution transformer and have extended power supply to him and now the low voltage problem is solved. In view of this submission the appeal is liable to be closed. This point is accordingly decided.

POINT No. (ii)

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

RESULT

14. 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 21st day of December 2022.

Sd/-
Vidyut Ombudsman

1. Sri B. Shiva Shankar, S/o. Narsimha, #1-70, Kasimbawli (village & post), Amadapur village, Moinabad Mandal, Ranga Reddy District - 501 504
Cell: 9010369825.

2. The Assistant Engineer / OP / Moinabad / TSSPDCL / Hyderabad.
3. The Assistant Divisional Engineer / Operation / Ibrahimbagh / TSSPDCL / Hyderabad.
4. The Divisional Engineer / Operation / Ibrahimbagh / TSSPDCL / Hyderabad.
5. The Superintending Engineer / Operation / Cyber City Circle/ TSSPDCL / Hyderabad.

Copy to

6. 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.

