



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**

MONDAY THE TWELFTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY FOUR

Appeal No. 55 of 2023-24

Between

Smt. Noor Jahan Begum, w/o. Shaik Syed, [H.No.86](#), [Sy.No.2908,2909](#), Nizam Colony village, Nizamabad Mandal, Nizamabad District- 503 001
Cell: 9848645480. **.....Appellant**

AND

1. The Assistant Engineer /Operation /T3/Nizamabad-9440811615
2. The Assistant Divisional Engineer/Operation/T2/Nizamabad-8331034983
3. The Divisional Engineer/Operation/Nizamabad-9440811582

..... Respondents

This appeal is coming on before me for the final hearing on 09.02.2024 in the presence of Mr. Abdul Gaffar - representative of the appellant virtually and Sri Devarsetty Sridhar - AE/OP/T3/Nizamabad and Sri Thota Rajasekhar - ADE/OP/T2/Nizamabad for respondents virtually 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 - Nizamabad (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TSNPDCL') in Reg.No.CGRF-II-230002596 & C.G.No. NZB/264/2023-24

dt.27.12.2023.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant before the Forum is that the appellant applied for a new Service Connection at LOC:TK-5/5/2/2 of D3-T/NZB section, but it was not released.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by respondent No.1 and 2 separately before the learned Forum, it was submitted that the application of the appellant was rejected for release of new Service Connection due to lack of proper documents.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has advised the appellant to submit the required documents to get the new Service Connection to her house and also directing the respondents to provide new Service Connection after receipt of required documents from her etc.,

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, contending among other things, that she requires a new Service Connection for starting construction work hence it is prayed to direct to release the new Service Connection.

WRITTEN SUBMISSION OF RESPONDENTS

6. In the written submission of respondent No.1 and 2, before this Authority, it is, inter-alia, submitted that they advised the appellant to submit the proper documents for providing new Service Connection.

ARGUMENTS

7. It is submitted on behalf of the appellant that the appellant is ready to apply to Municipal Corporation Nizamabad seeking permission for construction of the house and she will wait for some time for that purpose. It is also prayed to close the appeal till such time.

8. It is submitted by respondent No.2 that they are ready to release new Service Connection to the appellant if she applies for permission for construction of the house.

POINTS

9. The points that arise for consideration are :-
- i) Whether the appeal is liable to be closed? and
 - ii) To what relief?

POINT No. (i)

ADMITTED FACT

10. It is an admitted fact that the appellant has applied for the release of new service connection but that application was rejected.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority virtually. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation. Both the parties have agreed that the appellant will apply for permission for construction of building and basing on that application the respondents will release the new service connection to the appellant.

REASONS FOR DELAY IN DISPOSING OF THE APPEAL

12. The present appeal was filed on 23.01.2024. This appeal is being disposed of within the period of (60) days as required..

CRUX OF THE MATTER

13. The appellant has agreed for applying seeking permission for construction of the house. Thereafter the respondents have agreed for releasing the new Service Connection. As already stated, the appellant prayed to close the appeal. Accordingly, I hold that the appeal is liable to be closed.

Point No.(ii)

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

RESULT

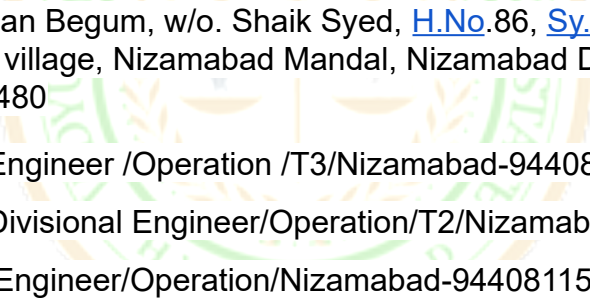
15. In the result, the appeal is closed.

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 February 2024.

Sd/-

Vidyut Ombudsman

- 
1. Smt. Noor Jahan Begum, w/o. Shaik Syed, [H.No.86](#), [Sy.No.2908,2909](#), Nizam Colony village, Nizamabad Mandal, Nizamabad District- 503 001
Cell: 9848645480
 2. The Assistant Engineer /Operation /T3/Nizamabad-9440811615
 3. The Assistant Divisional Engineer/Operation/T2/Nizamabad-8331034983
 4. The Divisional Engineer/Operation/Nizamabad-9440811582

Copy to

5. The Chairperson, CGRF, TSNPDCL, Power House Compound, Heritage Building, Nizamabad.