



**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**

TUESDAY THE SECOND DAY OF JUNE  
TWO THOUSAND AND TWENTY SIX

**Appeal No. 08 of 2026-27**

Between

Sri Garipally Mahesh, s/o.Narayana, H.No.1-28, Street No.1,Narsapur, Siddipet  
District - 500 103. Cell: 9494947785, 9676837273.

**..... Appellant**

**AND**

1. The Additional Assistant Engineer/Operation/Siddipet Town-I/TGSPDCL/  
Siddipet Dist.
2. The Assistant Divisional Engineer/Operation/Siddipet Town/TGSPDCL/Siddipet Dist.
3. The Divisional Engineer/Operation/Siddipet/TGSPDCL/Siddipet Dist.
4. The Superintending Engineer/Operation/Siddipet/TGSPDCL/Siddipet Dist.
5. The Chief Engineer/Commercial/Corporate Office/TGSPDCL/Hyd.

**..... Respondents**

This appeal is coming on before me for final hearing on this day in the presence of the appellant, virtually and Sri G. Komuraiah - AE/OP/ Siddipet, Sri N.Sudhakar Reddy - ADE/OP/Siddipet Town and Sri K.Rama Chandraiah - DE/OP/Siddipet for the respondents, virtually and having stood over for consideration till this day, this Vidyut Ombudsman passed the following Award:-

**AWARD**

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - I(Rural), (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G.No.

703/2025-26/Siddipet Circle dt.23.05.2026, allowing the complaint in part.

2. The case of the appellant is that an 11 KV high tension electricity line is passing over the houses of the appellant and his neighbours situated at 2nd ward, Narsapur, Siddipet, thereby posing a serious threat to their lives and properties. In all around (19) families are exposed to the said danger, especially during the rainy season and strong winds. Therefore, it was prayed to direct the respondents to shift the said 11 KV electric line from the existing place to a safer one as a permanent solution.

**WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM**

3. In the written reply filed by respondent No.1, it is, inter-alia, submitted that the subject 11 KV line was installed long ago and it is the houses of the appellant and others which came into existence subsequently. On payment of user charges only the line in question will be shifted.

**AWARD OF THE FORUM**

4. After considering the material on record and after both sides, the learned Forum has directed the appellant to register the grievance in the CSC for shifting of the line and the respondents are also directed to prepare the required estimate etc., and after receipt of payment for the said shifting of line from the appellant, the respondents have to shift the line.

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred reiterating the contents of his complaint filed before the learned Forum. It is accordingly prayed to direct the respondents to shift the subject line, free of cost.

## **WRITTEN SUBMISSION OF RESPONDENTS**

6. No written reply was filed by the respondents before this Authority.

## **ARGUMENTS**

7. It is submitted by the appellant that a serious life threat is there from the 11 KV electricity line over their houses and that they are poor persons and unable to pay the shifting charges. Therefore it is prayed to direct the respondents to shift the subject line free of cost.

8. On the other hand, the respondents have supported the Award of the learned Forum.

## **POINTS**

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for shifting of subject line from the existing place to another place free of cost?
- ii) Whether the impugned Award of the learned Forum is liable to be set aside? and
- iii) To what relief?

## **POINT Nos. (i) and (ii)**

## **ADMITTED FACTS**

10. The admitted facts are as under:-

- i. It is an admitted fact that the subject electricity line is existing since decades.
- ii. It is also an admitted fact that the houses of the appellant and his neighbours were constructed subsequent to the subject electricity line.

## **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. 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**

12. The present appeal was filed on 29.05.2026. This appeal is being disposed of within the period of (60) days as required.

### **CRUX OF THE MATTER**

13. The learned Forum has allowed the complaint in part and directed shifting of the subject line but on payment of usual charges. As already stated, the subject electricity line is existing since a long time. It is the appellant and his neighbours who constructed the houses at the spot in 2nd ward, Narsapur, Siddipet District after installation of the subject electricity line. There is no provision to direct the respondents to shift the subject line free of cost in the present situation. However, the respondents can shift the electricity line which endangers human life. According to the respondents, it is not such a case. At this stage it is necessary to refer Sec.53 of the Electricity Act which is as under:-

### **Section 53. (Provisions relating to safety and electricity supply):**

The Authority may in consultation with the State Government, specify suitable measures for –

- (a) protecting the public (including the persons engaged in the generation, transmission or distribution or trading) from dangers arising from the generation, transmission or distribution or trading of electricity, or use of electricity supplied or installation, maintenance or use of any electric line or electrical plant;
- (b) eliminating or reducing the risks of personal injury to any person, or damage to property of any person or interference with use of such property;

- (c) prohibiting the supply or transmission of electricity except by means of a system which conforms to the specification as may be specified;
- (d) giving notice in the specified form to the Appropriate Commission and the Electrical Inspector, of accidents and failures of supplies or transmissions of electricity;
- (e) keeping by a generating company or licensee the maps, plans and sections relating to supply or transmission of electricity;
- (f) inspection of maps, plans and sections by any person authorised by it or by Electrical Inspector or by any person on payment of specified fee;
- (g) specifying action to be taken in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.

This provision makes it quite clear that it is the duty of the licensee-respondents to replace the electric poles and AB cable wire etc., if they are in a damaged condition and if they endanger human life. Therefore the respondents have to check the subject electric line regularly and whenever the situation demands they have to attend necessary works. The appellant wants that the subject electric line be shifted by the respondents by bearing the entire expenditure. It is relevant here to reproduce Clause 5.3.4 of General Terms and Conditions of Supply, which is as under:-

**Clause 5.3.4 : Charges for shifting of service:**

The estimate for shifting the existing service will cover the following items as chargeable to the consumer:

- i. Dismantling charges at the old site;
- ii. Transport charges from the old site to the new site.
- iii. Re-erection charges at the new site;
- iv. Depreciation on the old materials if any not reused at the site;
- v. Overhead charges;
- vi. Cost of new materials if required; and
- vii. Cost of irretrievable materials.

The consumer shall pay the above charges included in the estimate in advance before taking up shifting operations.

As per the above Clause, it is mandatory to shift the line only after advance payment for the expenditure towards shifting. In view of the factors existing in the present case the situation does not warrant to shift the subject electric lines by the respondents on their own accord. In view of the above circumstances, it is not desirable to shift the subject electricity line from the existing place to another place. However some precautions must be taken by the respondents to avoid any untoward incident in future, free of cost. The learned Forum has discussed the issue properly and came to the correct conclusion. Accordingly I hold that the subject line cannot be shifted from the present place to another place free of cost. Therefore, I hold that there are no sufficient grounds to set aside the impugned Award as prayed for. These points are accordingly decided against the appellant and in favour of the respondents.

**POINT No. (iii)**

14. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be rejected.

**RESULT**

15. In the result, the appeal is rejected confirming the impugned Award. However, the respondents shall take immediate measures to prevent any untoward incident in the locality, within (15) days from today and file compliance.

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 2nd of June 2026.

**Sd/-  
Vidyut Ombudsman**

1. Sri Garipally Mahesh, s/o.Narayana, H.No.1-28, Street No.1,Narsapur, Siddipet District - 500 103. Cell: 9494947785, 9676837273.
2. The Additional Assistant Engineer/Operation/Siddipet Town-I/TGSPDCL/Siddipet Dist.
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5. The Superintending Engineer/Operation/Siddipet/TGSPDCL/Siddipet Dist.
6. The Chief Engineer/Commercial/Corporate Office/TGSPDCL/Hyd.

**Copy to**

7. The Chairperson, Consumer Grievances Redressal Forum of TSSPDCL-Rural, H.No.8-03-167/14, GTS Colony, Yousufguda, Hyderabad.

