



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 EIGHTH DAY OF JUNE
TWO THOUSAND AND TWENTY SIX

Appeal No. 10 of 2026-27

Between

Sri B. Harishankar, H.No.3-1-113, M2, Suryanagar Village, Nizamabad Madal,
Nizamabad District. Cell: 7386585102.

..... Appellant

AND

1. The Assistant Engineer/Operation/D4/Nizamabad - 8712485800
2. The Assistant Divisional Engineer/Operation/T3/Nizamabad - 8712485807
3. The Assistant Accounts Officer/ERO/T/Nizamabad - 8712485746
4. The Divisional Engineer/Operation/Nizamabad - 8712487062

..... Respondents

This appeal is coming on before me for final hearing on this day in the presence of the appellant and Sri N. Ganga Shekar - AAE/OP/D4/Nizamabad, for the respondents 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 - II, Nizamabad (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No. No.415/2025-26/Nizamabad Circle dt.07.05.2026, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the name of the consumer and the house number are not correctly mentioned in the bill (since it is an online complaint, copy of complaint is not available). The Service Connection 50015235 (in short 'the subject Service Connection') (USC No.15014677) is existing in his house No. 3-6-136. In the bill H.No.3-10-98 is mentioned. It is not in his name. Therefore it was prayed to direct the respondents to change the name of the consumer and also the house number in the bill of the said Service Connection.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.4, it is, inter-alia, submitted that the house number etc., was mentioned in the bill as per the particulars furnished earlier. The appellant was requested to make clarification of H.No.3-10-98 in Surya Nagar, D5 Section from the Municipal Corporation, Nizamabad. The appellant has filed a petition in PLC SR.No.386/2024 before the District Legal Services Authority, Nizamabad.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has rejected the complaint under Clause 2.37(a) of Regulation 3 of 2015 of Telangana Electricity Regulatory Commission (in short 'the Regulation').

5. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, contending among other things, that in the bill of the subject Service Connection Door No.3-10-98 is mentioned in the name of one B. Rajanna wrongly.

Therefore it is prayed to direct the respondents to investigate in respect of the subject Service Connection.

WRITTEN SUBMISSION OF RESPONDENTS

6. No written reply was filed by the respondents before this Authority. However respondent No.1 has filed a copy of letter addressed by respondent No.2 to the Municipal Commissioner, Nizamabad dt.22.01.2026 seeking clarification in respect of H.No.3-10-98, copy of status in O.S.No.20 of 2024 before the learned Junior Civil Judge, Nizamabad, copy of agreement dt.30.11.2007, one more copy of agreement, copy of legal heir certificate and also copy of legal notice are also filed..

ARGUMENTS

7. It is submitted by the appellant that the subject Service Connection is in the name of one B. Rajanna and the house number is shown as 3-10-98 which are not correct. The appellant requested to direct the respondents to change the name of the consumer as "B. Lingam" and house number as 3-6-136.

8. On the other hand, respondent No.1 has submitted that there are disputes between the family members and civil suit is also pending in O.S.No.20 of 2024 on the file of Junior Civil Judge, Nizamabad and hence he prayed to reject the appeal.

POINTS

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for change of house number as 3-6-136 in the name of B.Lingam in respect of the subject Service Connection as prayed for?
- 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 O.S.No.20 of 2024 filed by one B.Lingam against the appellant and 3 others for partition of the property is pending before the Court of Junior Civil Judge at Nizamabad..
- ii. It is also an admitted fact that B.Lingam on whose name the appellant wants transfer of the subject Service Connection is not before this Authority.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority virtually and physically. 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 04.06.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. The appellant has filed copies of the following documents:-

- i. Copy of notice in CGRF-II Complaint No.C.G.No.415/2025-26.
- ii. Copy of Award of CGRF dt.07.05.2026.
- iii. Copy of property tax receipt of H.No.3-10-98 for the period 01.04.2024 to 31.03.2025.
- iv. Copy of property tax statement for H.No.3-10-98.
- v. Copy of property tax receipt of H.No.3-10-98 for the period 01.04.2009 to 30.09.2009.
- vi. Copy of email of CMD/TGNPDCL

- vii. Copy of certificate of mutation from Nizamabad Municipal Corporation.
- viii. Copy of certified copy of assessment register from Nizamabad Municipal Corporation.
- ix. Copy of water connection charges payment details.
- x. Copy of mutation receipt from Nizamabad Municipal Corporation.
- xi. Copy of mee-seva certificate showing change of name to Bommera Sowmya
- xii. Copy of electricity bill for S.C.No.5001-15235
- xiii. Copy of property tax receipt in the name of Bommera Sowmya H.No.3-6-136.
- xiv. Copy of assessment record certified copy of [H.No.3-6-136](#).

These documents are not of much help to the appellant inasmuch as there is no clue as to how the appellant is connected with the subject Service Connection.

SUPPRESSION OF MATERIAL FACT

14. The material on record clearly goes to establish that property dispute is pending between the appellant and others in O.S.No.20 of 2024 on the file of Junior Civil Judge, Nizamabad including the House No.3-6-136. According to the appellant, the said suit is for partition of the property. The documents filed by the respondents also show that there are disputes between the appellant and others. When once a Civil Suit is pending between the appellant and others, the Civil Court has jurisdiction in respect of the relief claimed and also in respect of the subject matter in the present case. Further in such circumstances, this Court has no jurisdiction to entertain any grievance in respect of the property mentioned in the Civil Suit. At the same time the Civil Court has jurisdiction to decide the dispute involved in the present case also. At this stage it is necessary to refer Clause 2.38 (a) of the Regulation 6 of 2026 of Hon'ble Telangana Electricity Regulatory Commission, which is as under:-

2.38 The Forum may reject the grievance at any stage under the following circumstances:

- a) Where proceedings in respect of the same matter or issue between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority as the case may be;
- b) Where cases fall under Sections 126, 127, 135 to 139, 152, and 161 of the Act;
- c) Where the grievance has been submitted two years after the date on which the cause of action arose or ceases to continue, whichever is later.
- d) In the cases, where grievances are • frivolous, vexatious, malafide; • without any sufficient cause; or • where there is no prima facie loss or damage or inconvenience caused or to be caused to the Complainant or the consumers who are represented by an association or group of consumers. Provided that no grievance shall be rejected in writing unless the Complainant or Association of persons has been given an opportunity of being heard.

In the present case, as already stated, this issue can also be settled by the Civil Court. Further as per Clause 2.38(d) of the Regulation, the present grievance is without any sufficient cause. Since the suit is already pending, the present proceedings are without any sufficient cause. As already stated, the documents filed by the appellant are not at all helpful to him to prove his case. As per the online information the particulars of O.S.No.20 of 2024 on the file of Junior Civil Judge, Nizamabad is between the parties mentioned below:-

Junior Civil Judge Courts, Nizamabad

Case Details					
Case Type	Filing Number	Filing Date	Registration Number	Registration Date	CNR Number
OS - ORIGINAL SUIT	45/2024	24-01-2024	20/2024	24-01-2024	TSNI030000842024

Case Status				
First Hearing Date	Next Hearing Date	Case Status	Stage of Case	Court Number and Judge
24-January-2024	08-July-2026	Pending	CALL WITH IAS	1-Pri. Junior Civil Judge

Petitioner and Advocate
1) Bommera Lingam
Advocate - G Ravi Prasad
Respondent and Advocate
1) Bommera Harishankar
2) Smt. Bommera Manjula
3) Smt. Bommera Sowmya
4) Smb. bommera Sindhu

15. The learned Forum has rejected the complaint by applying Clause 2.37 of Regulation 3 of 2015. Now it is necessary to extract the said Clause which is as under:-

2.37 The Forum may reject the grievance at any stage under the following circumstances:

- Where proceedings in respect of the same matter or issue between the same Complainant and the Licensee are pending before any court, tribunal, arbitrator or any other authority, or a decree or award or a final order has already been passed by any such court, tribunal, arbitrator or authority as the case may be;
- Where cases fall under Sections 126, 127, 135 to 139, 152, and 161 of the Act;
- Where the grievance has been submitted two years after the date on which the cause of action arose or ceases to continue, whichever is later.
- In the cases, where grievances are • frivolous, vexatious, malafide; • without any sufficient cause; or • where there is no prima facie loss or damage or inconvenience caused or to be caused to the Complainant or the consumers who are represented by an association or group of consumers. Provided that no grievance shall be rejected in writing unless the Complainant or Association of persons has been given an opportunity of being heard.

In order to apply Clause 2.37, normally the following steps are required:-

- i. Where the case/suit/complaint was filed.
- ii. Who filed the said case.
- iii. Against whom the said case was filed.
- iv. What is the relief sought in the said case.
- v. Whether it is pending as on the date of hearing of the grievance before the learned Forum.

After answering the above points if the ingredients of the Clause are fulfilled, then only Clause 2.37(a) of the Regulation is to be applied. In the present case it is only stated that PIL is pending. The entire particulars are not mentioned. Therefore under these circumstances, the learned Forum ought not to have applied Clause 2.37 of the Regulation. Therefore rejection of the complaint under Clause 2.37 of the Regulation is not correct. In view of the above discussion, I hold that there are no sufficient grounds to change the house number as 3-6-136 in the name of B.Lingam in respect of the subject Service Connection as prayed for and the impugned Award of the learned Forum is liable to be confirmed but for different reasons. These points are accordingly decided against the appellant and in favour of the respondents.

LOCUS STANDI

16. During the course of arguments it is submitted that in the subject Service Connection the house number is mentioned as 3-6-136 in the name of B. Lingam. But the said B. Lingam is not before this Authority. The appellant is unable to explain as to his Locus Standi to file the present complaint.

POINT No.(iii)

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

RESULT

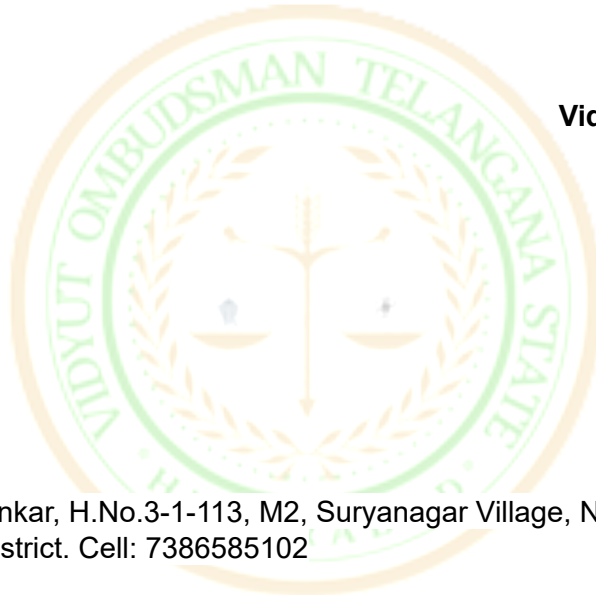
18. In the result the appeal is rejected confirming the Award passed by the learned Forum, but for different reasons.

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 8th day of June 2026.

Sd/-

Vidyut Ombudsman



1. Sri B. Harishankar, H.No.3-1-113, M2, Suryanagar Village, Nizamabad Madal, Nizamabad District. Cell: 7386585102
2. The Assistant Engineer/Operation/D4/Nizamabad - 8712485800
3. The Assistant Divisional Engineer/Operation/T3/Nizamabad - 8712485807
4. The Assistant Accounts Officer/ERO/T/Nizamabad - 8712485746
5. The Divisional Engineer/Operation/Nizamabad - 8712487062

Copy to

6. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL- Nizamabad.