



**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**

SATURDAY THE TWENTY FIRST DAY OF FEBRUARY  
TWO THOUSAND AND TWENTY SIX

**Appeal No. 48 of 2025-26**

Between

Smt. Sayed Shaheda Begum, c/o. Majeed, H.No.1-61/1/571, Road No.12, B-Block,  
Siddique Nagar, Gachibowli, Hyderabad - 500 032. Cell: 9700642300

..... Appellant

**AND**

1. The Assistant Engineer/Operation/White Fields/TGSPDCL/Cyber City.
2. The Assistant Divisional Engineer/Operation/Kondapur/TGSPDCL/Cyber City.
3. The Divisional Engineer/Operation/Kondapur/TGSPDCL/Cyber City.
4. The Superintending Engineer/Operation/Cyber City/TGSPDCL/Cyber City.

..... Respondents

This appeal is coming on before me for final hearing on 17.02.2026 in the presence of the appellant in person and Sri U.V.V.S.Kishore- AE/OP/White Fields and Sri R. Shyam Kumar -DE/OP/Kondapur for the respondents and having stood over for consideration, this Vidyut Ombudsman passed the following Award:-

**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 'TGSPDCL') vide CG. No. 167/2025-26/Cyber City Circle dt.19.01.2026, allowing the complaint in part.

**CASE OF THE APPELLANT BEFORE THE FORUM**

2. The case of the appellant before the learned Forum is that the appellant is a resident of H.No.1-61/1/571, Road No.12, B-Block, Siddique Nagar, Gachibowli. There is a 20 feet wide road near her house. It has become narrow due to the installation of private electricity transformer on the said public road. In spite of her objection not to instal the said transformer, the respondents have installed it on public road due to which all the residents are facing difficulty in moving the vehicles and water tankers and cars etc.,. Therefore, she prayed to shift the said transformer to another place.

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

3. In the written reply filed by respondent No.1 before the learned Forum, it is, inter-alia, submitted that as a policy decision the subject transformer was installed due to exceeding 20 KW load in the said area. They did not receive any complaint prior to installation of the transformer from the appellant. The transformer was installed within the premises of the consumer and the structure pole was placed on the boundary line which does not physically obstruct the 20 feet road.

**AWARD OF THE FORUM**

4. After considering the material on record and after hearing both sides the learned Forum has requested the appellant to register her application in ICSC/CSC regarding shifting of DTR and thereafter the respondents were directed to shift the transformer after collecting necessary charges etc.,

5. Aggrieved by the impugned Award of the learned Forum, the present appeal is preferred reiterating the contents of her complaint filed before the learned

Forum. It is accordingly prayed to direct the respondents to shift the subject transformer to the nearby lane shown by the appellant.

#### **WRITTEN REPLIES OF THE RESPONDENTS**

6. In the written reply filed by respondent No.1 before this authority, he has reiterated the contents of his written reply filed before the learned Forum.

#### **ARGUMENTS**

7. It is submitted by the appellant that the installation of the transformer in the 20 feet road is causing inconvenience to the passing of vehicles including four wheelers and there is alternative place for shifting the transformer. Therefore she requested for shifting of the transformer as stated above free of cost.

8. On the other hand, the respondents have supported the impugned Award.

#### **POINTS**

9. The points that arise for consideration are:-

- i) Whether the transformer in question is liable to be shifted from the present place to the place shown by the appellant 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 present transformer was installed at the 20 feet road and
- ii. It is also an admitted fact that the appellant is a resident of the area where the subject transformer was installed.

**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 20.01.2026. This appeal is being disposed of within the period of (60) days as required.

**CRUX OF THE MATTER**

13. Regarding the shifting of the transformer the learned Forum agreed with the argument of the appellant and requested the appellant to register her grievance in ICSC/CSC. But the appellant requested for shifting of the transformer without application and without payment of required amount.

14. In the impugned Award the learned Forum has observed that the respondents have erected the subject transformer placing the structure pole on the apartment boundary line connecting the GHMC 20 feet road; that the appellant has not raised any objection to the respondents during the process of survey, erection and charging of DTR; that suddenly after installation of DTR she raised concern for shifting of DTR to other place which involves financial burden to the department and accordingly the learned Forum opined that the appellant herein has to bear the expenditure for shifting the transformer. At this stage it is necessary to refer the Clause 5.3.4 of General Terms and Conditions of Supply which is reproduced here-under:-

**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.**

The above Clause makes it quite clear that the shifting of transformer is generally on payment only. The reasoning given by the learned Forum is convincing. I do not see any reason to interfere with the same. Accordingly, I hold that the transformer in question is liable to be shifted from the present place to the place shown by the appellant but not free of cost but only on payment of necessary charges and the impugned Award of the learned Forum is not liable to be set aside. These points are accordingly decided against the appellant and in favour of the respondents.

**Point No.(iii)**

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

**RESULT**

16. In the result, the appeal is rejected confirming the Award passed by the learned Forum.

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 21st day of February 2026.

**Sd/-  
Vidyut Ombudsman**

1. Smt. Sayed Shaheda Begum, c/o. Majeed, H.No.1-61/1/571, Road No.12, B-Block, Siddique Nagar, Gachibowli, Hyderabad - 500 032. Cell: 9700642300.
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5. The Superintending Engineer/Operation/Cyber City/TGSPDCL/Cyber City.

**Copy to**

6. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL-GHA, Vengal Rao Nagar Erragada, Hyderabad.

