



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**

THURSDAY THE TWELFTH DAY OF MARCH
TWO THOUSAND AND TWENTY SIX

Appeal No. 53 of 2025-26

Between

Smt.Jetti jayamma,w/o.Late.Jetti.Ramulu,# 10-2-10, Maturu Apartment, Flat No. 213, AC
Guards, Beside SBI Branch, Hyderabad-500057,Ph:No. 9032584956.

..... Appellant

AND

1. The Assistant Engineer/Operation/Mothi Nagar/TGSPDCL/Banjara Hills.
2. The Assistant Divisional Engineer /Operation/Sanath Nagar /TGSPDCL/ Banjara Hills.
3. The Assistant Accounts Officer/ ERO/Sanath Nagar /TGSPDCL/ Banjara Hills.
4. The Divisional Engineer/Operation/Greenlands/TGSPDCL/Banjara Hills.
5. The Superintending Engineer/Operation/Banjara Hills/TGSPDCL/Banjara Hills.

..... Respondents

This appeal is coming on before me for final hearing on 11.03.2026 in the presence of the appellant in person and Sri J.L.M.Raju - AAE/OP/Mothi Nagar, Sri P.Vamshi Krishna - ADE/OP/Sanath Nagar and Smt. K.Vandhana- AAO/ERO/Sanath Nagar 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 - I(Greater Hyderabad Areal), (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G.No. 172/2025-26/ Banjarahills Circle dt.05.02.2026, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the respondents have released a new Service Connection on 30.07.2025 on her application to her house at N.R.R. Puram Colony. Within few hours thereafter respondent No.1 along-with his staff went to the said house of the appellant to disconnect the same without giving any notice to her. Therefore it was prayed to direct the respondents to restore the Service Connection released in favour of the appellant by fixing the meter.

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 after the meter was fixed at the premises of the appellant one Y.T.Rajashekar came to respondent No. 1 and objected for fixing the meter at the premises of the appellant. Therefore the meter was removed.

4. In the written reply filed by respondent No.3 before the learned Forum, she has also stated the similar contents of the written reply filed by respondent No.1.

AWARD OF THE FORUM

5. After considering the material on record and after hearing both sides, the learned Forum has rejected the complaint.

6. Aggrieved by the said 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 restore the electricity connection at her house at N.R.R. Puram Colony.

WRITTEN SUBMISSION OF RESPONDENTS

7. No written reply was filed by respondents before this Authority.

ARGUMENTS

8. It is submitted by the appellant that on her application the respondents have released a new Service Connection to her premises at N.R.R. Puram Colony on 30.07.2025 and few hours later respondent No. 1 along with the staff came to the house of the appellant and disconnected the power supply and also removed the meter without notice to the appellant and without any proper reason. It is accordingly prayed to direct the respondents to release the service connection and also fix the meter.

9. On the other hand, the respondents have supported the impugned Award and prayed to reject the appeal.

POINTS

10. The points that arise for consideration are:-

- i) Whether the appellant is entitled for release of new service connection and installation of the meter 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

11. The admitted facts are as under:-

- i). It is an admitted fact that the respondents have installed the electricity meter at the premises shown by the appellant at N.R.R. Puram Colony.
- ii) It is an admitted fact that soon after fixing the meter the respondents have taken away the new meter.
- iii) It also an admitted fact that a Civil Suit in O.S.No.1752/2011 was decided by the Civil Court on 21.04.2014 between the appellant and one Y.T.Raja Shekar.

SETTLEMENT BY MUTUAL AGREEMENT

12. 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

13. The present appeal was filed on 27.02.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

14. The appellant claimed that respondents have released a new Service Connection on 30.07.2025 on her application to her house at N.R.R. Puram Colony and fixed the meter and within few hours thereafter respondent No.1 along-with his staff went to the house of the appellant and disconnected the Service Connection and removed the meter without giving any notice to her. The respondents contended that the third-party by name one Y.T.Rajashekar objected for fixing the meter at the premises of the appellant. Therefore the meter was removed.

15. Now it is relevant to mention as to the grievances handled by the Consumer Grievances Redressal Forum and the purpose of its establishment.

PURPOSE OF ESTABLISHMENT OF CGRF AND THE GRIEVANCES HANDLED BY IT

As per clause 2.32 of Regulation No.3 of 2015 of Telangana Electricity Regulatory Commission, the Consumer Grievances Redressal Forum shall redress the following grievances in respect of electricity:-

- a. Non-supply
- b. Re-connection of supply after receipt of dues by Licensee

- c. Disconnection of supply
- d. Meter-related issues
- e. Billing-related issues
- f. Standards of performances related issues
- g. Change of category or change of name or address of a consumer
- h. Release of a new connection and
- i. Other issues

16. The primary role of the CGRF is to resolve the disputes arising from the distribution of electricity and other related services. It serves as a quick and cost-effective way for consumers to seek redressal without the prolonged formalities. It adjudicates the disputes in a summary way without letting any oral and documentary evidence, except perusing some important documents. CGRF has designed to address consumer grievances effectively. It has power to award compensation also. Now it is desirable to know the purpose of Civil Court.

PURPOSE OF CIVIL COURT

17. The primary purpose of Civil Court is to resolve the disputes between the parties under Civil Law. The Civil Court adjudicates disputes involving property ownership and possession and several other disputes. Civil Court deals with complex legal issues and follows stringent procedural Rules.

REAL DISPUTE

18. The appellant filed copies of documents such as letters issued by N.R.R. Puram Co-op Housing society, allotment order issued by N.R.R. Puram Co-op Housing society, physical vacant possession of the plot layout plan, complaint letter to S.R.Nagar Police Station, copy of FIR No.1488/2009 and copy of Judgment in O.S.No.1752 of 2011. Out of these documents, judgement in O.S.No.1752 of 2011 is relevant. This judgement shows that the appellant claimed before the Civil Court that

the house where the electricity meter was installed belongs to her but the Civil Court has dismissed her claim. Further the respondents have also filed a copy of First Information Report which shows that one Y.T. Rajashekar filed a complaint against the appellant. Further the copy of Indemnity Bond executed by the appellant in favour of the respondents, which is now filed by the respondents before this Authority, shows that the respondents have an authority to disconnect the service connection already released in a situation like the present one also. The copies of other documents filed by the appellant are not of much help to her in the present case.

19. In the instant case, as already stated, on the application of the appellant the respondents have released the new Service Connection. But when one Y.T.Raja shekar raised an objection and submitted judgement in O.S.No.1752/2011. After perusing the copy of judgement and taking into consideration the objection raised by one Y.T.Rajashekar the meter was removed by the respondents. These factors indicate that there is serious dispute in respect of the disputed house between the appellant and Y.T. Rajashekar. The respondents bonafidely released the new Service Connection initially and, as already stated, when once Y.T. Rajashekar entered the scene, the respondents have taken away the electricity meter properly. This act of the respondents taking away the meter cannot be found fault. An element of civil dispute is existing in the present matter. When a third-party makes any objection in respect of the premises where electricity is required the respondents or the consumer Forum cannot adjudicate such cases. It requires a detailed investigation of title and possession etc., which falls under the jurisdiction of the Civil Court. CGRF cannot adjudicate complex questions of facts which require extensive evidence which are better handled by the Civil Courts. Thus the real dispute in the

present case is not disconnection of the power supply or removal of the meter but it is in respect of property dispute between the appellant and one Y.T. Rajashekar. It is significant to note that the Civil Court has machinery to decide all issues including ownership and possession of the property and also releasing Service Connection and installation of the meter in a situation like the present one. The Forum has discussed the facts properly and came to the correct conclusion. In view of these factors, I hold that the appellant is not entitled for the restoration of the Service Connection and installation of the meter and the impugned Award is not liable to be set aside. These points are accordingly decided against the appellant and in favour of the respondents.

Point No.(iii)

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

RESULT

21. 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 12th day of March 2026.

Vidyut Ombudsman

1. Smt.Jetti jayamma,W/o.Late.jetti.Ramulu,# 10-2-10, maturu Apartment,
Flat No. 213, AC Guards,Beside SBI Branch, Hyderabad-50057,Ph:No
:9032584956
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- 6 The Superintending Engineer/Operation/Banjara Hills/TGSPDCL/Banjara Hills.

Copy to

7. 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.

