



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 SIXTH DAY OF MAY
TWO THOUSAND AND TWENTY FIVE

Appeal No. 54 of 2024-25

Between

Mr. Shaik Raoofuddin, H.No.2-3-54/7/6, Quadri Bagh, Amberpet,
Hyderabad - 500 013. Cell: 8897988237.

..... Appellant

AND

1. The Assistant Engineer/Operation/Golnaka/TGSPDCL/Hyderabad Central Circle.
2. The Assistant Divisional Engineer/Operation/Amberpet/TGSPDCL/Hyderabad Central Circle.
3. The Divisional Engineer/Operation/Azamabad/TGSPDCL/Hyderabad Central Circle.
4. The Superintending Engineer/Operation/Hyderabad Central Circle/TGSPDCL/Hyderabad.

.....Respondents

This appeal is coming on before me for final hearing on 05.05.2025 in the presence Sri Zainul Abideen - authorised representative of the appellant and Sri K.Seenaiah- ADE/OP/Amberpet and Sri B. Kamal Kumar - DE/OP/Azamabad for the respondents and having stood over for consideration, this Vidyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award in
C.G.No.147/2024-25/Hyderabad Central Circle dt. 24.02.2025 passed by the

Consumer Grievances Redressal Forum - II (GHA) (in short 'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL'), allowed the complaint in part.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant before the learned Forum is that the respondents have released Service Connection No VZ035526 (USC 101182599) to the appellant at H.No 2-3-54/7/6, Quadri Bagh, Amberpet, Hyderabad. The old electric pole near the house of the appellant (in short 'the subject pole') is posing danger to the appellant and the passerby. Therefore it was prayed to direct the respondents to shift the said pole which is near the house of the appellant.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

3. In the written reply filed by AAE/OP/Golnaka, before the learned Forum, it is, inter-alia submitted that basing on the complaint of the appellant through email dated 19.12.2023 to the Customer Service Center, he inspected the premises on 22.12.2023 and observed that the appellant was constructing the new building after demolishing the old building. He informed the brother of the appellant to lodge the complaint in ICSE/ Azamabad for shifting of pole. After such complaint was made estimate was prepared and it was sanctioned on 11.01.2024 and intimated the same to the appellant on 17.01.2024. But the

appellant sent an email on 27.01.2024 stating that he was unable to pay required amount but requested to shift the pole without payment.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides, the learned Forum has allowed the complaint in part directing the appellant to pay the required amount for shifting the pole and on such payment the respondents were directed to shift the pole within (20) days from the date of payment.

5. Aggrieved by the Award passed by the learned Forum, present appeal is preferred, contending among other things, that there are frequent electric shocks in the walls of the house of the appellant. Accordingly it is prayed to set aside the impugned Award and to direct the respondents to shift the subject pole at free of cost.

WRITTEN SUBMISSION OF THE RESPONDENTS

6. In the written reply filed by respondent No.2, it is inter-alia, submitted that respondent No.1 inspected the premises in question and replaced the street light timer box with meter on pole, removed (11) meters service wires on the subject pole to another pole and provided the PVC sheet to the existing pole to prevent the electric shock. The rectification work was also inspected by respondent No.3 along-with respondent No.2.

ARGUMENTS

7. The authorised representative of the appellant has submitted that since frequent electric shocks are occurring in the walls of house of the appellant, it is the duty of the respondents to shift the subject pole near the house of the appellant to a safer place.

8. On the other hand, it is the argument of the respondents that very recently they have visited the spot and took several measures preventing the electric shocks as mentioned in their written reply filed before this Authority and there is no scope of electric shock now. Therefore it is prayed to reject the appeal.

POINTS

9. The points that arise for consideration are:-
- i) Whether the respondents are liable to shift the subject pole free of cost?
 - ii) Whether the impugned Award passed by the learned Forum is liable to be set aside? and
 - iii) To what relief?

POINT Nos. (i) and (ii)

ADMITTED FACTS

10. It is an admitted fact that on the application of the appellant, the respondents have expressed their willingness to shift the subject pole but on

payment of user charges. It is also an admitted fact that the appellant is not willing to pay the said amount.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority on different dates 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 27.03.2025. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

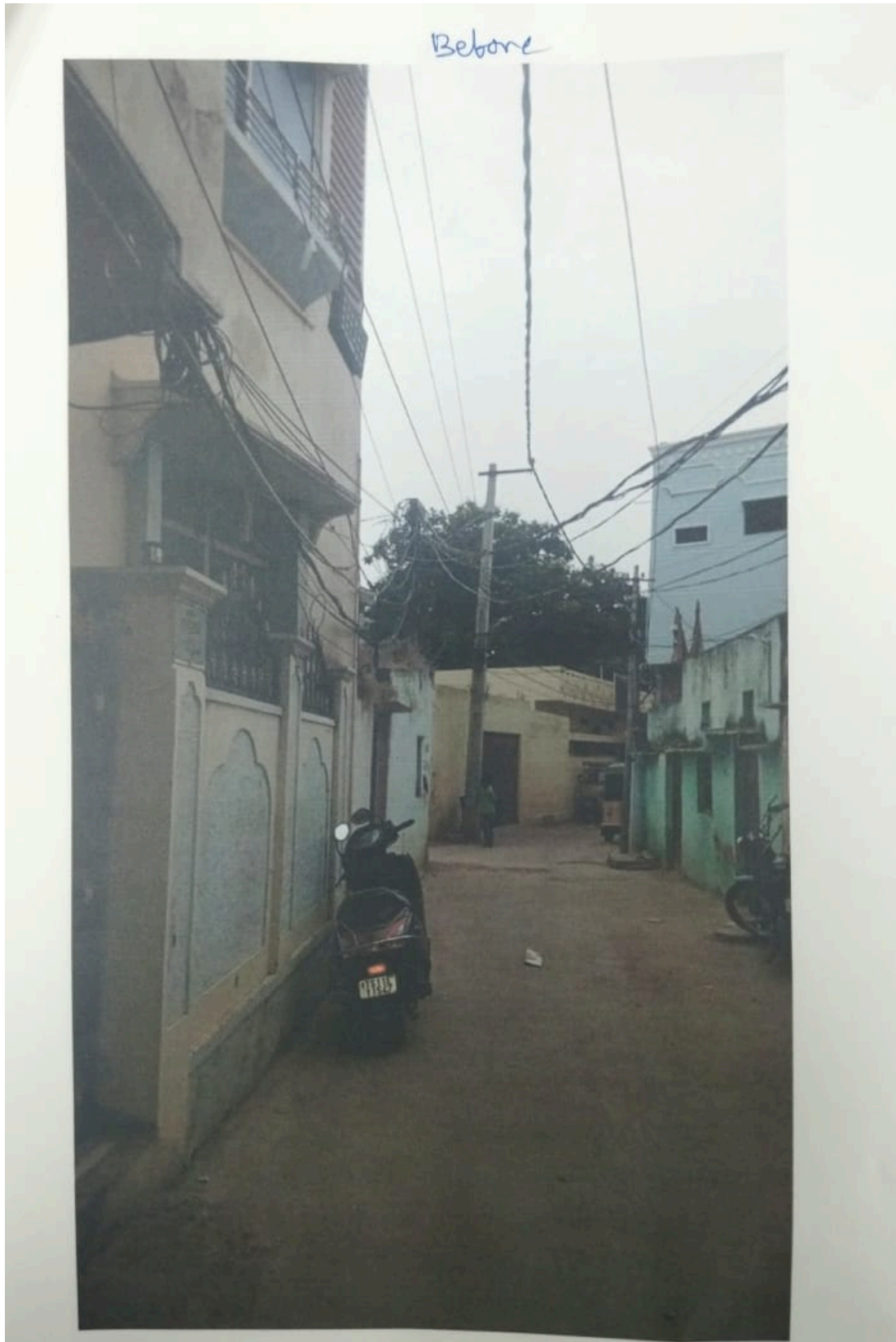
13. The main grievance of the appellant is that there are frequent electric shocks passing through the walls of the house of the appellant. Therefore the appellant prayed to shift the subject pole free of cost.

14. Respondent No.2 in his written reply stated that the street light meter box at the subject pole was replaced, removed (11) meters service wires on existing pole to another pole and also provided the PVC sheet to the

existing pole to prevent the electric shock. He also enclosed the photographs of the subject pole near the house of the appellant.

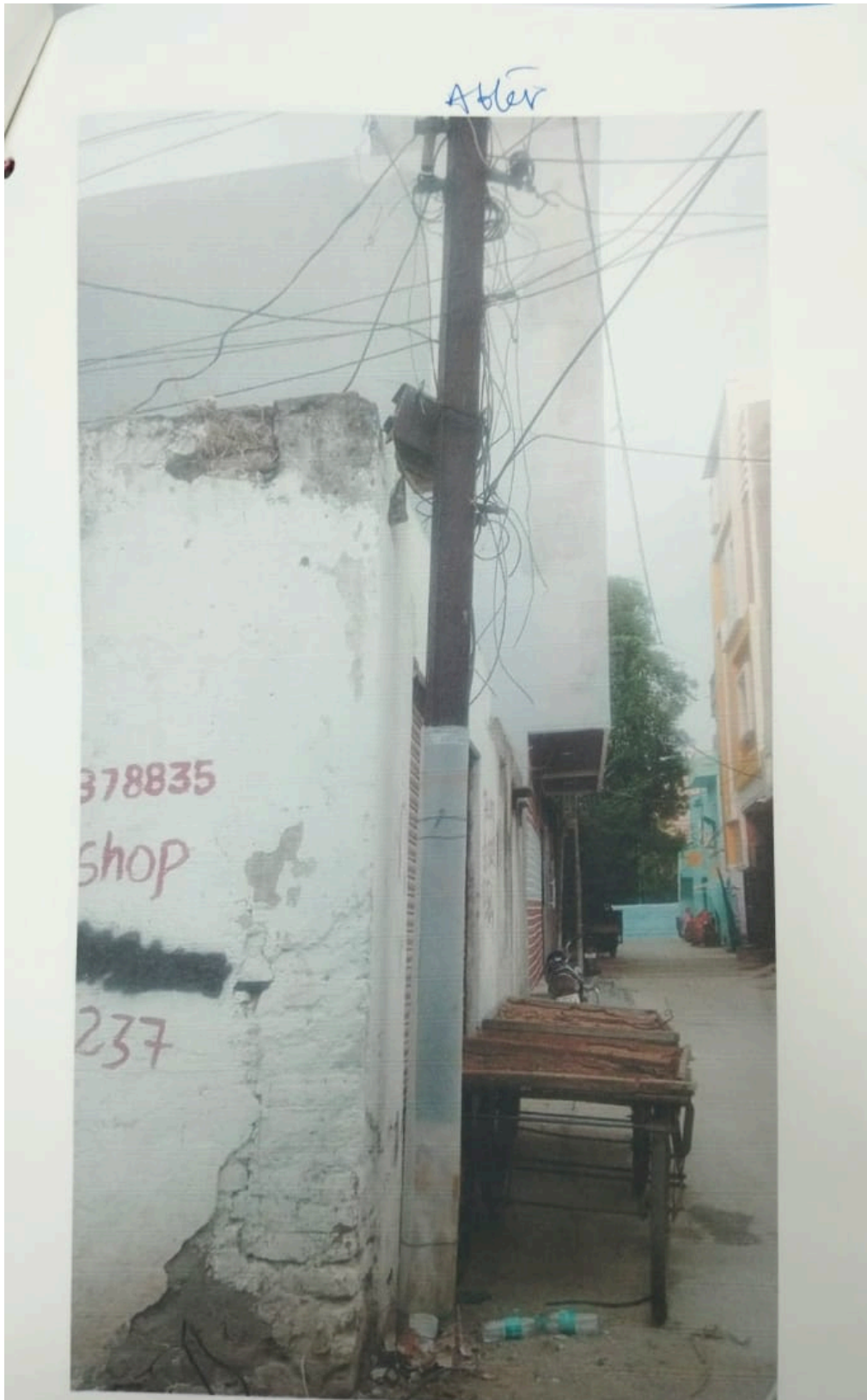
15. Before undertaking the latest inspection the photos are as under:-

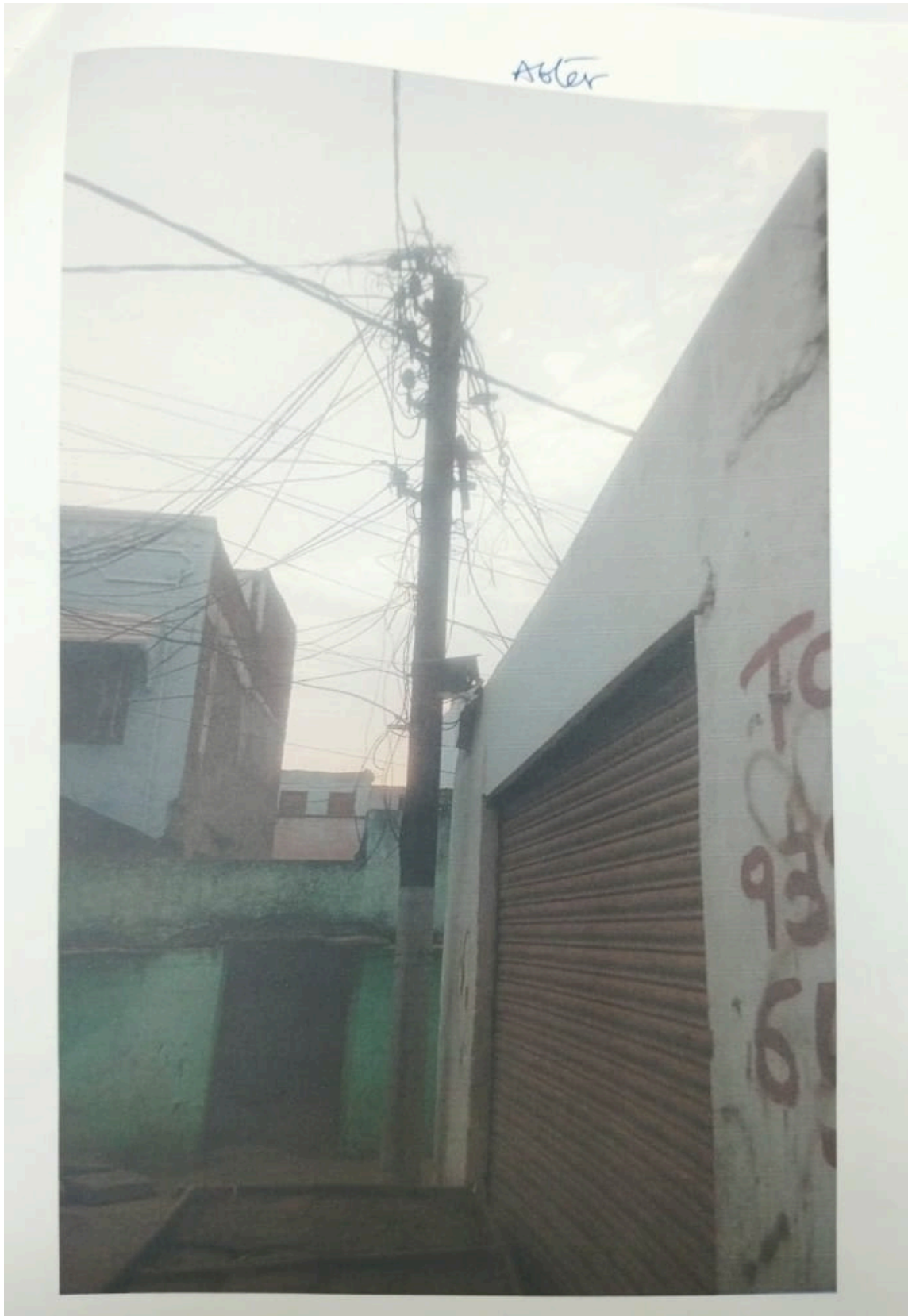




16. After undertaking the latest inspection the photos are as under:-







17. The contention of the respondents is that there is no defect in the pole or in the electric supply. At present there is no electric shock. Therefore it is not desirable to shift the pole free of cost. The appellant alleges that since the pole endangers human life, the respondents are liable to shift the subject pole free of cost.

18. The material on record including the photos filed by the respondents, prima-facie, show that the respondents have taken all possible precautions to prevent any electric shock from the subject pole. The shifting of pole will be undertaken by the respondents free of cost if the subject pole endangers human life. In the instant case there is no material that still there is any electric shock as claimed by the appellant. 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 these electric apparatus regularly and whenever the situation demands they have to replace them. In the present case, since there is no threat of electric shock due to the mistake of the respondents, the respondents are not liable to shift the subject pole free of cost. The learned Forum has properly passed the impugned Award. Accordingly, I hold that the respondents are not liable to shift the subject pole free of cost 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)

19. In view of the findings on point Nos. (i) and (ii), the appeal is liable to be rejected by confirming the impugned Award.

RESULT

20. 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 6th day of May 2025.

**Sd/-
Vidyut Ombudsman**

1. Mr. Shaik Raoofuddin, H.No.2-3-54/7/6, Quadri Bagh, Amberpet, Hyderabad - 500 013. Cell: 8897988237.
2. The Assistant Engineer/Operation/Golnaka/TGSPDCL/Hyderabad Central Circle.
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5. The Superintending Engineer/Operation/Hyderabad Central Circle/TGSPDCL/Hyderabad.

Copy to

6. 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.

