



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 TWELFTH DAY OF MAY
TWO THOUSAND AND TWENTY SIX

Appeal No. 03 of 2026-27

Between

Smt. K.Laxmamma, w/o. Sri K. Parvathaiah, 1-8-702/32/44/B, Padma Colony,
Nallakunta, Hyderabad - 500044. Cell: 7702129486.

..... Appellant

AND

1. The Assistant Engineer /Operation/Shankarmutt/TGSPDCL/Hyd. Central.
2. The Assistant Divisional Engineer /Operation/ Barkathpura/ TGSPDCL/
Hyd.Central.
3. The Divisional Engineer/Operation/Azamabad/TGSPDCL/Hyd.Central.
4. The Superintending Engineer/Operation /Hyd.Central/ TGSPDCL/
Hyd.Central.
5. The Chief Engineer /Commercial/TGSPDCL/Corporate
Office/Hyderabad.(added as per order dated 04.05.2026).

..... Respondents

This appeal is coming on before me for final hearing on this day in the presence of Sri K.Ram Reddy, authorised representative of the appellant, virtually and Sri Y.Vijaya Shekar - AE/OP/Shankarmutt and Smt. Pratima Shome - Chief Engineer/Commercial/TGSPDCL 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 - II(Greater Hyderabad Area), (in short 'the Forum') of

Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G.No. 275/2025-26/HYD. South Circle dt.23.04.2026, rejecting the complaint.

2. The case of the appellant is that the respondents have released the Service Connection No. V6025185 to the ground floor of the house bearing No. 1-8-702/32/44/B of the appellant situated at Padma Colony, Nallakunta, Hyderabad. Now the appellant wants another electricity Service Connection to the first floor of the house of the appellant. Accordingly, she requested for release of such Service Connection.

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 appellant has not at all applied for release of new Service Connection to her house.

AWARD OF THE FORUM

4. After considering the material on record and after both sides, the learned Forum has rejected the complaint of the appellant.

5. 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 release the new Service Connection to the 1st floor of the house of the appellant.

WRITTEN SUBMISSION OF RESPONDENTS

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

7. In the written reply filed by respondent No.2, he has submitted that they are guiding the appellant to apply for the release of new Service Connection for her house and after such application new meter will be released.

ARGUMENTS

8. Heard both sides.

POINTS

9 The points that arise for consideration are:-

- i) Whether the appellant is entitled for release of new 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 already one Service Connection was released to the ground floor of the house of the appellant long back.
- ii) It is also an admitted fact that the appellant has not obtained proper permission from the authorities for construction of the first floor of her house.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority on different dates virtually. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation. The mediation was fruitful. Accordingly now the appellant has applied for the new Service Connection vide application No.NR901264671206 dt.06.05.2026 and the respondents took initiative to release the required new Service Connection as required.

REASONS FOR DELAY IN DISPOSING OF THE APPEAL

12. The present appeal was filed on 30.04.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. Initially during the course of arguments, it was submitted by the appellant that the respondents were not inclined to release the new Service Connection to their house as required. The contention of the respondents is that the first floor of the house of the appellant where Service Connection is required was constructed without any valid permit.

14. In view of the rival contentions now it is necessary to analyse the relevant laws in this regard. The provisions relating to new Service Connection are as under:-

General Terms and Conditions of Supply (GTCS)

Clause 5.2.3 : An applicant who is not the owner of the premises he occupies and intending to avail of supply shall submit an Indemnity Bond drawn by the owner of the premises in favour of the company whereby the owner of the premises undertakes to indemnify the company for any loss caused to the company by the applicant (who is the tenant/ occupant of the Premises) arising out of the release of service to the tenant/ occupant. Otherwise he shall be required to pay three times the normal security deposit apart from providing proof of his being in lawful occupation of the premises.

15. The Electricity (Rights of Consumers) Rules,2020, notified by the Ministry of Power under Section 176 of the Electricity Act,2003, are binding on all distribution licensees (DISCOMs) across India. The relevant Clauses of the said Rules are reproduced here-under:-

ELECTRICITY RULES 2020

Clause 3:- Rights and Obligations.- It is the duty of every distribution licensee to supply electricity on request made by an owner or occupier of any premises in line with the provisions of Act. It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee in accordance with the provisions made in these rules.

Clause 4(4):- The applicant shall have an option to submit an application form in hard copy form or an electronic means such as online through web portal or mobile app of distribution licensee.

Clause 4(9):- For new connections up to a load of 10 kW or such higher load as may be specified by the Commission, the application form shall be accompanied with only two mandatory documents-

- (1) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant; and
- (2) proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (1) above. For new connections beyond the specified load, and modification of existing connections, the Commission shall explicitly specify the documents required to be submitted with the application.

16. Municipal Administration and Urban Development - Telangana State Building Permission Approval and Self-Certification System (TSbPASS) Rules, 2020. The relevant Clause of this G.O. is as under:-

TSbPASS ACT,2020, G.O.Ms.No.201 dt.16.11.2020

"Clause 8 (2): For building permission in Plot size upto 75 Sq.Yds (63 Sq.Mts) and height upto 7 mts(parking floor if provided is excluded from the height) - No building permission is required for construction of Individual Residential Buildings with a height upto 7 Mts.(i.e., Ground+First floor) (parking floor if provided excluded from height). Instead of building permission an instant Building Registration will be issued."

17. The relevant Clauses of Regulation 4 of 2013 and 5 of 2016 of Hon'ble Telangana Electricity Regulatory Commission, read as under:-

Clause 4 of Regulation 4 of 2013:- Duty of Licensee to supply on request

(1) Every distribution licensee shall, on receipt of an application from the owner or occupier of any premises, give supply of electricity to such premises within the time specified in sub-clause (2) subject to payment of fees charges and security and the due fulfillment of other conditions to be satisfied by such owner or occupier of the premises:

Clause 5.1 of Regulation 5 of 2016 :- Cases where power supply can be provided from the existing network

(i) In cases where the power supply can be provided from the existing network, the Licensee shall acknowledge the receipt of application for new connection within two (2) working days and shall intimate the charges payable to the consumer. The Licensee shall release the supply within (30) days of receipt of the application along-with the prescribed charges.

18. **Electricity ACT 2003**

Section 43. (Duty to supply on request):- Save as otherwise provided in this Act, every distribution] licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply:

19. At this stage it is also necessary to refer to the judgement of our own Hon'ble High Court in MALLU VENKAT REDDY v. THE TELANGANA STATE SOUTHERN POWER DISTRIBUTION COMPANY LTD., (W.P.No.8729 of 2023 and W.P.No.1094 of 2020 dt.24.04.2024) wherein it was held that ownership or right of occupancy has no nexus with grant of electrical connection to a consumer and the applicant/occupier of a land cannot be denied the electricity Service Connection only because dispute with regard to decision of the land in question is pending and civil suits relating to ownership and possession are pending between the applicant/occupier and others. The Hon'ble High Court in the said judgement

has referred the judgement of the Hon'ble Supreme Court reported in Chandu Khamaru v. Nayan Malik and others¹. The relevant para in the said judgement is extracted here-under:-

"7. It will be clear from sub-section (1) of Section 42 that every distribution licensee has a duty to develop and maintain an efficient co-ordinated and economical distribution system in his area of supply and to supply electricity in accordance with the provisions contained in this Act. Sub-section (1) of Section 43 provides that every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply. These provisions in the Electricity Act, 2003 make it amply clear that a distribution licensee has a statutory duty to supply electricity to an owner or occupier of any premises located in the area of supply of electricity of the distribution licensee, if such owner or occupier of the premises applies for it, and correspondingly every owner or occupier of any premises has a statutory right to apply for and obtain such electric supply from the distribution licensee."

The Hon'ble High Court has also referred a Divisional Bench judgement of the Hon'ble High Court of Gujarat in Yogesh Lakhmanbhai Chovatiya and PGVCL through the Deputy Engineer in Special Civil Application No.6281 of 2021 dt.02.08.2022. The relevant paras are extracted here-under:-

"9. Thus, the petitioners, who are the occupiers of the land cannot be denied the electricity connection only because dispute with regard to decision of the land is pending.

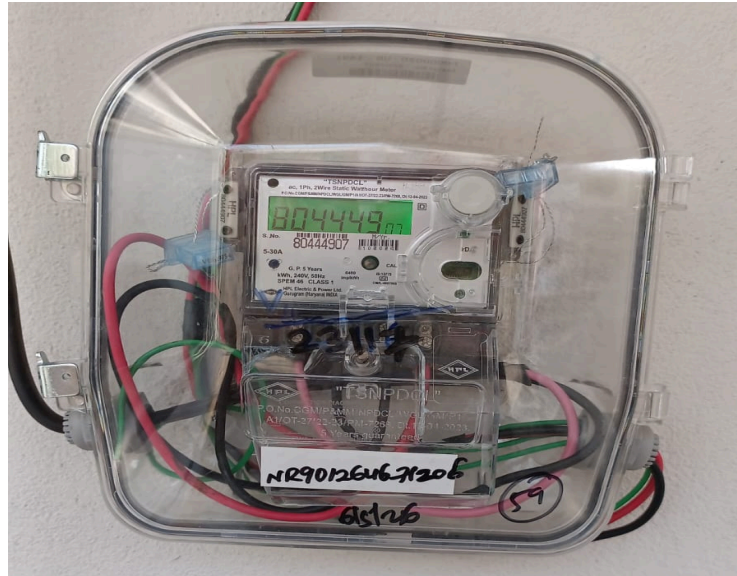
10. Under the circumstances, the respondent Company is directed to supply electricity connection to the petitioners in the premises or in the property, where they are presently staying and occupying the same."

20. From the analysis of the laws mentioned supra the following points emerge:-

¹ 2011 Supreme Court Cases 314

1. On receipt of application for new Service Connection from the existing network, the Licensee shall acknowledge the receipt of application for the new connection within two (2) working days and shall intimate the charges payable to the consumer.
 2. The consumer has the right to get new Service Connection and it is the duty of the Licensee to release such connection without delay.
 3. The consumer has the option to submit an application form in hard copy or online.
 4. The mandatory documents required to be submitted for new Service Connection upto a load of 10 KW are:-
 - (i) identity proof (i.e. Passport, Aadhar Card etc.) of the applicant; and
 - (ii) proof of applicant's ownership or occupancy over the premises for which new connection is being sought or in the absence of any proof of ownership or occupancy, any other address proof not given as part of identity proof under (i) above.
 5. If the plot size of the premises is less than (75) sq.yards, no building permission is required, if the construction is ground plus one upper floor.
 6. Even if there is dispute in respect of the property, new Service Connection shall be released either to the owner or occupier.
 7. The Licensee cannot decide the disputed question or right and title and ownership or right of occupancy has no nexus with electrical connection to a consumer.
21. In the present case, the house in question was constructed in the plot measuring 65 Sq.Yards as per the registered sale deed dt.15.07.1982. Thus no permission is required to construct the house with ground plus first floor. Accordingly, the appellant during the pendency of the present appeal has applied for the new Service Connection in the name of Smt. K. Laxmamma (appellant) at H.No.1-8-702/33/44/B, Padma Colony, Hyderabad vide application No.NR901264671206 dt.06.05.2026. Subsequently the new Service Connection

was released on 11.05.2026 with service No.V4023117 under Category-I. Further respondent No.1 has also sent a photograph showing the meter after it was installed. The said photograph is shown as under:-



Since now the work is executed by releasing the new Service Connection at the first floor of the premises of the appellant, both sides have requested to close the appeal.

APPRECIATION

22. In the present case, in view of the nature of the dispute this Authority has added respondents No.5 for proper adjudication of the case. The first respondent was sent to the house of the appellant by this Authority while hearing the appeal to see the house and it is as stated by the appellant. In view of the relevant laws applicable in this case and in view of the nature of dispute Ms. Prathima Shome, Chief Engineer (Commercial) promptly acted along with her team and got the new Service Connection released as desired. The said act of respondent No.5 and her team is

appreciated hoping that similarly situated consumers will be benefitted in future. In view of these factors, the appeal is liable to be closed.

POINT No. (iii)

22. In view of the findings on point No. (i) and (ii), the appeal is liable to be closed.

RESULT

23. In the result, the appeal is closed.

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 May 2026.

**Sd/-
Vidyut Ombudsman**

1. Smt. K.Laxmamma, w/o. Sri K. Parvathaiah, 1-8-702/32/44/B, Padma Colony, Nallakunta, Hyderabad - 500044. Cell: 7702129486.
2. The Assistant Engineer /Operation/Shankarmutt/TGSPDCL/Hyd. Central.
3. The Assistant Divisional Engineer /Operation/ Barkathpura/ TGSPDCL/ Hyd.Central.
4. The Divisional Engineer/Operation/Azamabad/TGSPDCL/Hyd.Central.
5. The Superintending Engineer/Operation /Hyd.Central/ TGSPDCL/ Hyd.Central.
6. The Chief Engineer/Commercial/TGSPDCL/Corporate Office/Hyderabad.
- Copy to**
7. The Chairperson, Consumer Grievances Redressal Forum of TGSPDCL- GHA ,Erragada.