



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**

FRIDAY THE FIFTEENTH DAY OF MAY
TWO THOUSAND AND TWENTY SIX

Appeal No. 04 of 2026-27

Between

Sri S.Prem Raju, H.No.8-3-207/1/C/3, Vasudeva Colony, Road No.3, Baghat
Nagar, Karimnagar District - 505 001. Cell:8074736058.

..... Appellant

AND

1. The Assistant Engineer/Operation/Karimnagar Town - 8712483289.
2. The Assistant Divisional Engineer/Operation/Karimnagar Town -
8712483257.
3. The Divisional Engineer/Operation/Karimnagar - 8712483144.

..... Respondents

This appeal is coming on before me for final hearing on 14.05.2026 in the presence of the appellant, virtually and Sri S. Thrimoorthy - AAE/OP/Karimnagar Town, 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 - I Warangal, (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') in C.G.No. 520/2025-26 of Karimnagar Circle dt.17.03.2026, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that recently a new electric line was laid near Maha Lakshmi temple on its right side at Kata Rampur, Karimnagar. While laying of new line the poles were laid in plots. In the past the drainage line was constructed towards the plot side due to which the plot owners lost some land. There is no Government land after the drainage. One electric pole each in Plot nos.5 and 8 were laid completely. It is a 30 feet road, whereas the poles were laid at 31 feet in the plot of the appellant. Therefore it was prayed to shift the above said poles from the plot of the appellant.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.1, it is, inter-alia, submitted that after the consumer made the required payment the line was erected with LT side arms because along the road 7 feet width drainage is existing (Manair leakage water drain). The poles were not erected in the plot.

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 his complaint filed before the learned Forum. It is accordingly prayed to direct the respondents to shift the pole from the plot of the appellant to road side drainage.

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.

ARGUMENTS

7. The appellant has filed written arguments contending among other things that the electric poles must be installed towards the road side for the drainage or other side of the road, but the respondents have failed to do it in the present case in spite of objection raised by the appellant; that the poles were laid in plot though the boundaries earmarked clearly; that from the pole No.VR/43/4/6R/2 the line was crossed to plot side of the drainage and erected pole No.VR/43/4/6R/3 in the plot; that some land owners have formed a group and are developing the roads for their lands for making ventures in future and that by shifting the pole from the plot of the appellant there is no much obstacle for the road as the said pole is parallel to the earlier erected poles. It is accordingly prayed to direct the respondents to shift the electric line from his plot.

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

POINTS

9 The points that arise for consideration are:-

- i) Whether the appellant is entitled for shifting of the poles from the present place 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 already electric poles were installed near the plot of the appellant.
- ii) It is also an admitted fact that there is a drainage where the electric line was erected.

SETTLEMENT BY MUTUAL AGREEMENT

11. Both the parties have appeared before this Authority virtually. 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 04.05.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. In view of the nature of the present grievance it is necessary to refer to the relevant 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 lines is generally on payment only and also subject to No Objection Letter from the consumers who may get affected consequent to the shifting.

14. It appears that there is a big drainage where the electric line was laid in the present case. The respondents claimed that the poles were not laid in the plots. It appears that on payment of the required amount by the party earlier the present electric line was laid. In the impugned Award the learned Forum has observed that the poles have been erected adjacent to the drainage and not within the plots and shifting towards the road is not feasible and accordingly the learned Forum has rejected the appeal. The reasoning given by the learned Forum in rejecting the complaint is convincing. I do not see any ground to interfere with the same. Accordingly, I hold that the appellant is not entitled for shifting of the poles from the present place 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 15th day of May 2026.

Sd/-

Vidyut Ombudsman

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1. Sri S.Prem Raju, H.No.8-3-207/1/C/3, Vasudeva Colony, Road No.3, Baghat Nagar, Karimnagar District - 505 001. Cell:8074736058.
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 4. The Divisional Engineer/Operation/Karimnagar - 8712483144.
- Copy to**
5. The Chairperson, Consumer Grievances Redressal Forum, TGNPDCL Nakkalagutta, Hanamkonda, Warangal.