



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**

MONDAY THE TWENTY SEVENTH DAY OF OCTOBER
TWO THOUSAND AND TWENTY FIVE

Appeal No. 26 of 2025-26

Between

Smt. Naziya Begum, w/o. Mohammed Mehraj, H.No: 17-1-182/S/4/B/12/2/D,
Salahuddin Nagar, Madannapet, Hyderabad 500059.

.....Appellant

AND

1. The Assistant Engineer/Operation/Madannapet/TGSPDCL/Hyd. South.
2. The Assistant Divisional Engineer/Operation/Santosh Nagar/TGSPDCL/Hyd. South.
3. The Asst Accounts Officer/ERO/Chanchalguda/TGSPDCL/Hyd. South.
4. The Divisional Engineer/Operation/ Asmangadh /TGSPDCL/Hyd. South.
5. The Superintending Engineer/Operation/Hyd. South/TGSPDCL/Hyd. South.

..... Respondents

This appeal is coming on before me for the final hearing on this day in the presence of appellant and Sri P.S.Rakesh AE/OP/Madannapet and Sri Pavan Kumar - ADE/OP/Santosh Nagar for the respondents and having stood over for consideration till this day, this Vidyut Ombudsman passed the following:-

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - Hyderabad South Circle (in short

'the Forum') of Telangana State Southern Power Distribution Company Limited (in short 'TGSPDCL') in C.G No.81/2025-26/Hyderabad South Circle dt.13.10.2025, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The case of the appellant is that the appellant submitted an application to the respondents on 23.01.2025, for a new electricity Service Connection for her residential property bearing No.17-1-182/S/4/B/12/2/D, Salauddin Nagar, Madannapet, Hyderabad (in short the subject property). In spite of lapse of seven months no electricity connection was given to the appellant. Respondent No.1 is responsible for the delay. Getting electricity is the Fundamental Right of the appellant. Therefore it was prayed to direct the respondents to process the application of the appellant and provide electricity to the subject property and take action against respondent No.1.

WRITTEN SUBMISSIONS OF THE RESPONDENTS

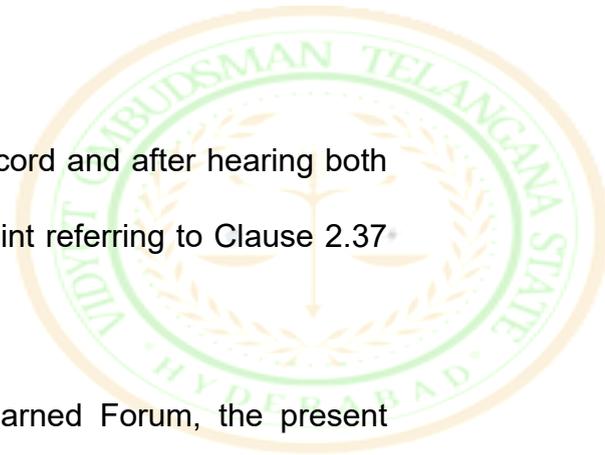
3. In the written reply filed by respondent Nos.2 and 3, separately before the learned Forum, they have admitted about the application filed by the appellant for release of new electricity connection. The subject property was inspected by respondent No.1. There are existing UDC/OSL/Live services in the same premises. Therefore, the application of the appellant for release of new Service Connection was rejected. There are two Service Connections

No.R2072308 and R2076410 in the name of one Mohd.Shafiullah at H.No.17-1-182/S/4/G/12/1. One Service Connection No.R2074051 is in the name of Sheik Faheemuddin. At H.No.17-1-182/S/4/B/12/2 Service Connection No. R2076420 in the name of Mohd.Abdul Habeeb is existing. For Service Connections, namely, No.R2074051,R2072308 and R2076420 dismantlement proposals were sent by respondent No.1 in November 2024. Case Nos.133/2025, 134/2025 and 135/2025 were filed against these services. One Sheikh Faheemuddin approached for cancellation of dismantlement for these services and cancellation of newly issued services to Sri Muneer Shareef and others. W.P.No.37921 of 2012 is also pending before the Hon'ble High Court.

AWARD OF THE FORUM

5. After considering the material on record and after hearing both sides, the learned Forum has rejected the complaint referring to Clause 2.37 {a} of Regulation 3 of 2015 in short the Regulation.

6. Aggrieved by the said Award of the learned Forum, the present appeal is preferred, reiterating the contents of the complaint before the learned Forum. It is accordingly prayed to set aside the impugned Award, to process the application of the appellant, to investigate against respondent No.1 and to award compensation for inconvenience caused.



WRITTEN SUBMISSIONS OF THE RESPONDENTS

7. In the written reply filed by respondent No.2 he has reiterated the contents of the written reply filed by him before the learned Forum.

8. In the written reply filed by respondent No.3, he has reiterated the contents of his written reply filed before the learned Forum.

ARGUMENTS

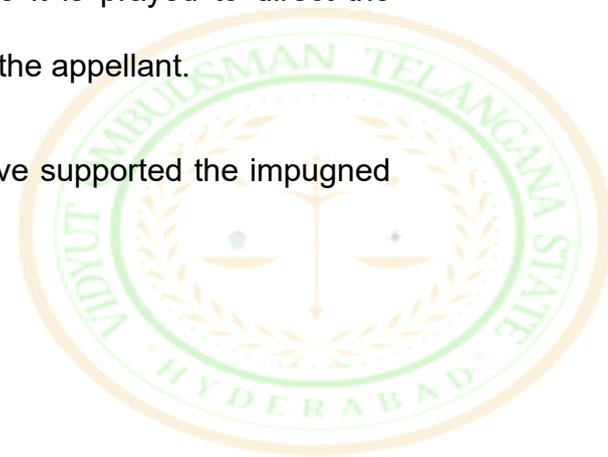
9. It is submitted by the appellant that she has applied for release of new Service Connection to her house but in spite of filing necessary documents and in spite of lapse of sufficient time no new connection was released in the favour of the appellant and hence it is prayed to direct the respondents to release new Service Connection to the appellant.

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

POINTS

11. The points that arise for consideration are:-

- i) Whether the appellant is entitled for release of new Service Connection for her property?
- ii) Whether the Award of the learned Forum is liable to be set aside? and
- iii) To what relief?



POINT Nos. (i) and (ii)

ADMITTED FACTS

12. It is an admitted fact that the appellant had applied for release of new domestic Service Connection for the subject property. It is also an admitted fact that the said application was rejected by the respondents..

SETTLEMENT BY MUTUAL AGREEMENT

13. Both the parties have appeared before this Authority. 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

14. The present appeal was filed on 17.10.2025. This appeal is being disposed of within the period of (60) days.

CRUX OF THE MATTER

15. The appellant has filed copies of sale deeds, partition deed etc.,.

16. The respondents have referred orders in C.G.No.133/2024-25, 134/2024-25 and 135/2024-25 and also referred W.P.No.37921 of 2021. According to the respondents, respondent No.1 visited the spot and the

respondents have rejected the application of the petitioner due to existing UDC/OSL/Live services in the same premises as mentioned below:-

Sl. No	S.C.No.	Name	Address	Status	Arrear s
1.	R2072308	Mohd Shafiullah	17-1-182/S/4/B/12, SALAUDDIN NAGAR, HYD	OSL	0/-
2.	R2076410	Mohd Shafiullah	17-1-182/S/4/B/12, SALAUDDIN NAGAR, HYD	OSL	0/-
3.	R2074051	Mohd Shafiullah	17-1-182/S/F/8/12/1, SALAUDDIN NAGAR, HYD	OSL	0/-
4.	R2076420	MOHD ABDUL HABEEB	17-1-182/S/4/B/12/2 SALAUDDIN NAGAR, HYD	OSL	0/-
5.	R2083362	MUNEER SHAREEF	17-1-182/S/4 /B/12 /2/E SALAUDDIN NAGAR, HYD	live	0/-
6.	R2083363	MOHAMMED BILAL	17-1-182/S/4 /B/12/ 2/A SALAUDDIN NAGAR, HYD	UDC	5738/-
7.	R2083364	SHAIK IRFAN	17-1-182/S/4 /B/12/2 /C SALAUDDIN NAGAR, HYD	Live	5248/-

17. The material on record also goes to show that the survey number of the land where the subject property is situated is '60'. A dispute is also pending before the Hon'ble High Court in respect of the said survey number. Like-wise a civil suit is also pending in O.S.No.1859 of 2024 in the same survey number. One group of persons filed C.G.Nos.133/2024-25 to C.G.No.135/2024-25 before the learned Forum objecting for dismantling for certain Service Connections and also objecting for issuance of new Service

Connections. No doubt the parties in all these proceedings are different, the basic factor is that the dispute is revolving around the land in Sy.No.60. These factors indicate that there is an element of civil dispute between the appellant and third party. Though the appellant has the Fundamental Right to get electricity supply but when there is civil dispute between the person seeking new Service Connection and third party, the dispute is to be resolved by the proper Forum. The learned Forum and this Authority will not decide such rights in the present proceedings. In view of these factors I hold that the appellant is not entitled for release of new Service Connection for his property and the 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)

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

RESULT

19. In the result, the appeal is rejected confirming the AAward passed by the learned Forum.

Typed to my dictation by Office Executive-cum-Computer Operator, corrected and pronounced by me on the 28th day of October 2025.

Sd/-

Vidyut Ombudsman

1. Smt. Naziya Begum, w/o. Mohammed Mehraj, H.No: 17-1-182/S/4/B/12/2/D Salahuddin Nagar, Madannapet, Hyderabad 500059..
2. The Assistant Engineer/Operation/Madannapet/TGSPDCL/Hyd. South.
3. The Assistant Divisional Engineer/Operation/Santosh Nagar/TGSPDCL/Hyd. South.
4. The Asst Accounts Officer/ERO/Chanchalguda/TGSPDCL/Hyd. South.
5. The Divisional Engineer/Operation/ Asmangadh /TGSPDCL/Hyd. South.
6. The Superintending Engineer/Operation/Hyd. South/TGSPDCL/Hyd. South.

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

