



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 NINETEENTH DAY OF FEBRUARY
TWO THOUSAND AND TWENTY SIX

Appeal No. 49 of 2025-26

Between

Smt. Lavanya, H.No.1-55, Jaam Village, Sarangapur Mandal, Nirmal District -
Cell: 9490119115.

..... Appellant

AND

1. The Assistant Engineer/Operation/Sarangapur - 8712482663.
2. The Assistant Divisional Engineer/Operation/R/Nirmal-8712482634
3. The Assistant Accounts Officer/ERO/T/Nirmal - 8712482668
4. The Divisional Engineer/Operation/Nirmal - 8712482503

..... Respondents

This appeal is coming on before me for final hearing on 17.02.2026 in the presence of Smt. Lavanya - appellant and Sri Devender Reddy - authorised representative of the appellant and Sri D.Venkatapathi Raju - ADE/OP/Nirmal and Sri V.Sivaprasad -AE/Tech/Nirmal on behalf of DE/Op/Nirmal/respondent No.4 for the respondents and having stood over for consideration, this Vidyut Ombudsman passed the following:

AWARD

This appeal is preferred aggrieved by the Award passed by the Consumer Grievances Redressal Forum - II (Nizamabad), (in short 'the Forum') of Telangana State Northern Power Distribution Company Limited (in short 'TGNPDCL') vide CG. No. 335/2025-26/Nizamabad dt.31.12.2025, rejecting the complaint.

CASE OF THE APPELLANT BEFORE THE FORUM

2. The appellant filed a complaint before the learned Forum to direct the respondents to dismantle agricultural Service Connection Nos.61913-00289 and 61913-00471 (in short 'the subject Service Connections') of Jaam Village, Sarangapur section.

WRITTEN SUBMISSIONS OF THE RESPONDENTS BEFORE THE FORUM

3. In the written reply filed by respondent No.4, before the learned Forum, it is, inter-alia, submitted that he learnt that the appellant purchased (5) acres of land in Sy.No.943 under a registered sale deed bearing document No.4981 of 2017 dt.21.09.2017 and got mutated on her name. She was asked to confirm the boundaries of the said land by the Tahsildar, Sarangapur to show that the subject Service Connections are in the said survey number. One Sri Aleti Ramchandra Reddy, the own brother of the appellant, was opposing for dismantling the subject Service Connections. A suit in O.S.No.71 of 2022 was filed for cancellation of the registered sale deed No.4981 of 2017 dt.21.09.2017, which is pending before the learned Principal Junior Civil Judge, Nirmal. Since there is family dispute the respondents now cannot take any action on the application filed by the appellant.

AWARD OF THE FORUM

4. After considering the material on record and after hearing both sides the learned Forum has rejected the complaint under Clause 2.37 of Regulation 3 of 2015 of the Hon'ble Telangana Electricity Regulatory Commission on the ground that case is pending before the Court.

5. Aggrieved by the rejection of the complaint by the learned Forum, the present appeal is preferred reiterating the contents of her complaint filed before the learned Forum and praying to direct the respondents to dismantle the subject Service Connections.

WRITTEN REPLIES OF THE RESPONDENTS

6. No written reply was filed by the respondents before this Authority.

ARGUMENTS

7. It is submitted by the authorised representative of the appellant that one Sri Narsimha Reddy, father of the appellant died on 09.06.2020; that there is misuse of the subject Service Connections; that the appellant made representations to the respondents to dismantle the subject Service Connections; that the suit in O.S.No.71 of 2022 is nothing to do with dismantling of the subject Service Connections and hence it is prayed to direct the respondents to dismantle the subject Service Connections and to set aside the impugned Award of the learned Forum.

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

POINTS

9. The points that arise for consideration are:-

- i) Whether the appellant is entitled for dismantling the subject Service Connections 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. The father of the appellant Aleti Narsimha Reddy died on 09.06.2020.
- ii. The appellant purchased (5) acres of land in Sy.No.943 situated at Jaam Village as per the registered sale deed bearing document No.4981 of 2017 dt.21.09.2017.
- iii. A suit in O.S.No.71 of 2022 was filed by one Aleti Ramachandra Reddy, Lalitha Aleti, Ramadevi Katham and Venkat Ramana Reddy Aleti against the appellant herein to declare the sale deed bearing document No.4981 of 2017 dt.21.09.2017 in respect of 5 acres of land in Sy.No.943 as illegal etc.,.

SETTLEMENT BY MUTUAL AGREEMENT

11. 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

12. The present appeal was filed on 27.01.2026. This appeal is being disposed of within the period of (60) days as required.

CRUX OF THE MATTER

13. The grievance of the appellant is that two subject Service Connections are being misused and therefore she wants that the said services are to be dismantled. It is submitted by the respondents that there is a civil dispute between the appellant and her brother and other family members and a legal notice was also issued to them

(respondents) by one Aleti Abhirath Reddy son of Aleti Ramachandra Reddy who claimed ownership over the lands including the land in Sy.No.943.

14. 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

15. 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

16. 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

17. The appellant filed a copy of the plaint in O.S.No.71 of 2022. This document goes to show that one Alete Ramchandra Reddy, brother of the appellant and others filed the said suit against the appellant for declaration that the sale deed bearing document No.4981 of 2017 dt.21.08.2017 is illegal and to cancel the sale deed apart from other reliefs. The appellant also filed copy of her written statement in O.S.No.71 of 2022, wherein she claimed that the registered sale deed referred to above is genuine.

18. The respondents have filed a copy of pattadar passbook which shows that the five acres of land in Sy.No. 943 was mutated in the name of the appellant. The respondents have also filed copies of letters dt.21.10.2024, 23.06.2025 and 14.10.2025 addressed by the appellant to respondent No.1, SE/Nirmal and Chairman and Managing Director, Warangal, respectively. They have also filed copies of letters from electricity officials to appellant and others. The respondents have also filed a copy of legal notice dt.22.11.2025 issued on behalf of one Aleti Abhirath Reddy and others to respondent No.4 and another, not to disconnect the two subject Service Connections. Thus the appellant wants dismantling the subject Service Connection, whereas diametrically others are opposing it.

19. These factors indicate that there is an element of civil dispute in the present matter between the appellant and her own brother and his family members in

respect of the land. The respondents, the learned Forum or this Authority cannot decide whether the registered sale deed referred to above is genuine or not and its effect. It requires a detailed investigation of title and possession etc., which falls under the jurisdiction of the Civil Court. The CGRF cannot adjudicate complex question of facts which require extensive evidence which are better handled by the Civil Courts. As long as the civil dispute is pending at this stage the respondents are not supposed to dismantle the subject Service Connections. Thus the real dispute in the present case is not dismantling the subject Service Connections, but it is in respect of property. It is significant to note that the Civil Court has machinery to decide all issues including ownership and possession of the land and also dismantling the subject Service Connections.

20. The authorised representative of the appellant has relied on Clause 5.9.7 of GTCS. He has also relied upon the Full Bench judgement of the Hon'ble Supreme Court in *KC Ninan v. Kerala State Electricity Board & Others*¹. The provision referred to by the authorised representative of the appellant and also the judgement relied on by him are not at all helpful to him. In view of these factors, I hold that the appellant is not entitled for the dismantling of the subject Service Connections 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)

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

¹ (2023) 14-SCC-431

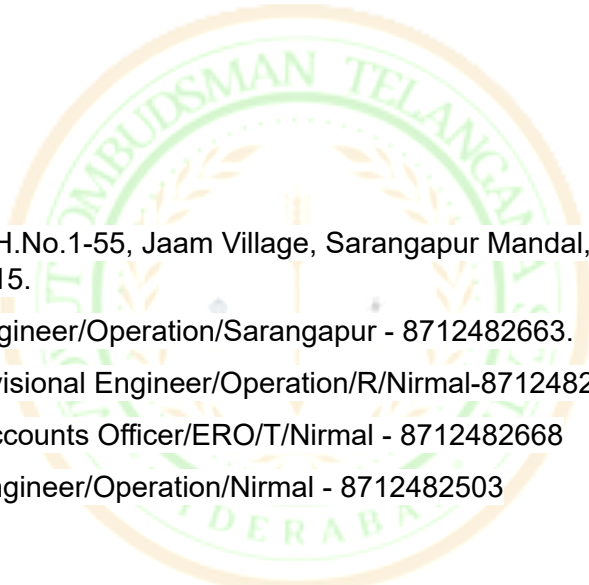
RESULT

22. 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 19th day of February 2026.

**Sd/-
Vidyut Ombudsman**

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1. Smt. Lavanya, H.No.1-55, Jaam Village, Sarangapur Mandal, Nirmal District - Cell: 9490119115.
 2. The Assistant Engineer/Operation/Sarangapur - 8712482663.
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Copy to

5. The Chairperson, Consumer Grievances Redressal Forum of TGNPDCL-Nizamabad.