

# **CONSUMER GRIEVANCE REDRESSAL FORUM**

## **CENTRAL REGION**

(Formed under Section 42(5) of the Electricity Act 2003)

**220 kV Substation Compound, HMT Colony P.O. Kalamassery, Pin – 683 503**  
**Phone No. 0484-2556500 Website: [cgrf.kseb.in](http://cgrf.kseb.in), Email: [cgrf.ekm@gmail.com](mailto:cgrf.ekm@gmail.com),**  
**CUG No. 9496008719**

**Present**

<p>(1) Smt. Sheeba. P  (2) Smt. Mini Francis  (3) Sri. Jefferin Manuel</p>	<p><b>Chairperson</b>  <b>2<sup>nd</sup> Member</b>  <b>3<sup>rd</sup> Member</b></p>
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**Petitioner**

Sri. Ibrahim. V.P,  
Varanamcheri House,  
Arookutty P.O., Alappuzha Dist,  
Pin – 688 535

**Respondent**

- 1) The Assistant Executive Engineer,  
Kerala State Electricity Board Ltd,  
Electrical Sub Division,  
Poochakkal
  
- 2) The Assistant Engineer,  
Kerala State Electricity Board Ltd,  
Electrical Section, KSEBL,  
Arookutty.

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**No.CGRF-CR/OP No.96/2022-23**

**Date: 26-05-2023.**

### **ORDER**

**Background of the case:**

The petitioner is constructing a house under the jurisdiction of Electrical Section, Arookutty for which the electricity connection was obtained under construction purpose with consumer number 1157055018181. The petitioner complains against the recently constructed Double Pole (DP) Structure in front his compound which is at the place proposed for fixing the compound gate without any prior information or his consent. Even though he complained against this to the licensee, no favourable response has received from the part of the licensee. Thus the petitioner complained before this Forum to remove the AB switch from the present position and reinsert it to a much more convenient place.

**Version of the Petitioner:-**

The petitioner complains that on mid of January, 2023, a DP structure was constructed and installed an AB switch in front of his compound at the place proposed for fixing the compound gate in Panakkathara Junction, Arookutty Panchayath without his consent or any prior intimation. The petitioner came to know about this incident only after a few days and then on 24-01-2023, the petitioner gave an application at Electrical Section, Arookutty; but no action has taken regarding this. Thus the petitioner complained to the Assistant Executive Engineer, Electrical Sub Division, Poochakkal about this matter on 14-02-2023; but not yet received any response from that end too. The petitioner also states that on 31-01-2023 under Right to Information Act, the petitioner received the information regarding the amount of expenditure for the work as Rs.62880/-; but got informed over the phone call quoting a lesser amount for this by the Assistant Executive Engineer, Electrical Sub Division, Poochakkal. The petitioner also complains that even though the officials of the licensee informed that the DP structure cannot be shifted to anywhere due to technical reasons, they themselves later informed that it can be shifted if the petitioner remits the adequate fee for the same. Thus the petitioner approaches this Forum to get that DP structure shifted to a convenient place.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 10-04-2023.

**Version of the Respondent:-**

The respondent states that there was no 11 KV AB switch in and around 2.5 KM between the areas Hidayath and Madhathil under the jurisdiction of Electrical Section, Arookutty. The power supply gets totally interrupted in that area at the time of maintenance or fault in electric lines which affects almost 1500 electricity consumers. In order to solve this issue, an AB switch was installed by constructing a DP structure by inserting a new post near to the existing HT / LT electric post. The respondent states that the existing HT/LT post is an interlinking post and the AB

switch was installed by constructing the DP structing using this post for meeting safety standards. The respondent also states that neither any path hindrance nor any encroachment has done due to this work.

**Analysis and findings:**

Hearing was conducted at the chamber of the Chairperson, Consumer Grievance Redressal Forum, Ernakulam. The Forum afforded an opportunity to hear the Petitioner and the Respondent on 28-04-2023. Both the petitioner and the respondent were present for hearing. Also this Forum conducted a site inspection on 09-05-2023. Having examined the petition in detail and the statement of facts of the respondent, considering all the facts and circumstances in detail and perusing all the documents of both sides, the Forum comes to the following observations, conclusions and decisions.

During the course of hearing, the respondent stated that there was already an electric post inserted in front of this property long back. Hence they added another electric post near to this old post for constructing the DP structure. But the petitioner informed that since the stay wire of the existing post was inside the property of the petitioner, he had already informed the officers of the Electrical Section, Arookutty that the post has to be removed when he constructs the front gate in future. The respondent also agreed the same. The respondent also stated that the officials could not find the owner of this house at the time of post insertion as the house was under construction and no one was residing there. The respondent also stated that there is a gate to the petitioner's compound on the other side of the property and hence could not assume any hindrance / inconvenience due to the installation of an additional electric post at that place. The petitioner admitted that there is a temporary gate constructed using iron sheet, facing the side road; but stated that it was installed for the conveyance of building materials.

Hence this Forum conducted a site inspection on 09-05-2023 to know the actual situation. This Forum understood that the licensee has constructed the DP structure very recently in front of the house under construction, which is only after the petitioner has started the construction work. This Forum evaluates that the

action of the licensee, knowing that such construction will give hindrance to the petitioner's passage to their house, is not justifiable. The licensee (here the Assistant Engineer, Electrical Section, Arookutty) has inserted the DP structure without applying any common sense and thereby created an unwanted grievance with a valuable consumer of the Licensee. A proper communication with the petitioner before the insertion of electric pole could have avoided this grievance. The respondent's failure to act in time increased the gravity of the petitioner's grievance.

The petitioner informed that he has no objection for constructing the DP structure anywhere in front of his compound other than this location and for that, he is ready to give consent to place the stay wires in his property, if it necessitates. Thus, this Forum directed the respondent to put forward a new proposal after due communication with the petitioner and also after checking the feasibility, safety and other technical aspects. Accordingly the respondent submitted a proposal in this regard; which itself proves that the shifting is possible and technically feasible.

### **DECISION:**

**Considering the above facts and circumstances, the Forum issues the following orders:-**

- 1) The licensee shall remove the DP structure from the present position.**
- 2) No cost ordered.**

*The petitioner is at liberty to file appeal before the State Electricity Ombudsman, D.H. Road, Off shore Road Junction, Near Gandhi Square, Ernakulam, Pin – 682 016 (Ph: 0484 -2346488 , Mobile No. 8714356488) within 30 days of receipt of this order, if not satisfied with this decision.*

**Dated this 26<sup>th</sup> day of May, 2023**

Sd/-  
Jefrin Manuel  
3<sup>rd</sup> Member  
CGRF-CR, Ernakulam

Sd/-  
Mini Francis  
2<sup>nd</sup> Member  
CGRF-CR, Ernakulam

Sd/-  
Sheeba. P  
(CHAIRPERSON)  
CGRF-CR, Ernakulam

Endt. On CGRF-CR/OP No.96/22-23 Dated  
Delivered to

Sri.Ibrahim. V.P,  
 Varanamcheri House,  
 Arookutty P.O., Alappuzha Dist,  
 Pin – 688 535.

Sd/-

CHAIRPERSON  
 (DEPUTY CHIEF ENGINEER)  
 CGRF-CR, KALAMASSERRY

Copy submitted to: 1)The Secretary, KSEBL, VydyuthiBhavanam, Pattom,  
 Thiruvananthapuram.  
 “ 2 The Secretary, Kerala State Regulatory Commission,  
 KPFC Bhavanam, C.V Raman Pillai Road, Vellayambalam,  
 Thiruvananthapuram.

Copy to: - (1) The Deputy Chief Engineer, Electrical Circle, KSEBL,  
 Alappuzha  
 (2) The Executive Engineer, Electrical Division, KSEBL,  
 Cherthala  
 (3) The Assistant Executive Engineer, Electrical Sub Division KSEBL,  
 Poochakkal  
 (4) The Assistant Engineer, ElectricalSection,Arookutty