

# **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**

- (1) Smt. Sheeba. P  
(2) Smt. Mini Francis  
(3) Sri. Biju Varghese

**Chairperson**  
**2<sup>nd</sup> Member**  
**3<sup>rd</sup> Member**

**Petitioner**

Sri. Vijayan. T.S,  
Thekkeneeliyathu House,  
Nadakkavu P.O., Udayamperoor,  
Ernakulam, Pin – 682 307.

**Respondent**

- 1) The Assistant Executive Engineer,  
Kerala State Electricity Board Ltd,  
Electrical Sub Division,  
Thripunithura
- 2) The Assistant Engineer,  
Kerala State Electricity Board Ltd,  
Electrical Section,  
Udayamperoor

=====

**No.CGRF-CR/OP No.22/2023-24**

**Date: 14-08-2023**

### **ORDER**

#### **Background of the case:**

The petitioner is having an electricity connection bearing consumer number 1155495010354, under LT-1A domestic tariff, single phase, with a sanctioned load of 480Watts, coming under the jurisdiction of Electrical Section, Udayamperoor. The petitioner has asked for the relocation of an electricity pole situated in their lane, going towards the MLA Road. This pole obstructs the smooth movement of vehicles to their home. In order to shift this pole, the licensee has requested payment of an estimated cost totalling Rs.7526/- for the pole relocation. As a result, the petitioner is seeking direction from this Forum to instruct the licensee to move the electricity pole to the road boundary at the expense of the Kerala State Electricity Board Limited.

**Version of the Petitioner:-**

The petitioner states that an electric post is being erected at a path towards the MLA Road, near to the petitioner's premises, which creates a lot of inconvenience for the free passage through this road. The petitioner states that the electric post can be shifted about 1.5 feet towards the road side, thereby creating least inconvenience to the public for the hassle-free passage through the road. Even though the petitioner requested the same before the Executive Engineer, Electrical Division, Thrissur, no positive reply or action has been taken from that end. Hence the petitioner approached this Forum requesting to take a favourable action up on this issue.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 15/07/2023.

**Version of the Respondent:-**

. The respondent reported that the officials of the Electrical Section, Udayamperoor inspected the site and prepared an estimate amounting to Rs. 7526/- for shifting the post. One number of 8 meters LT PSC is located along the concrete path from MLA road. The post has been erected at about 3/4 feet from the compound wall on the northern side and the width of this public path is approximately 2 meters. The respondent states that the referred LT post with 3 phase 5 wire LT line can be shifted to a nearby position only after providing 2 numbers of side cross arm and one LT stay, for avoiding property crossing and this matter has already been intimated to the petitioner. But the petitioner is not willing to remit the estimate amount. The respondent also states that the section officials had approached Ward Member for meeting the expense through a local body; but its remittance is still pending.

**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 04.08.2023. Both the petitioner and the respondent were present for hearing. 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 thereof.

During the course of hearing, the petitioner explained that the electric pole was not relocated to the roadside when the road was widened. This has led to their lane not being fully benefited by the road expansion, as the pole obstructs the entry of four wheeler vehicles. They mentioned that even though moving the pole would help everyone in the lane, others are unwilling to share the costs due to their personal disputes.

The respondent mentioned that they talked to the local authorities about the issue, hoping they will undertake the work at their cost. But, no response has been received as of now. The respondent also said they'll keep talking to the authorities and to the other people living on the same lane and will give an update within a week before this Forum.

As of August 15, 2023, the respondent communicated that they had not received any feedback from the local authorities. They also shared that the other lane residents are unwilling to cooperate with the work. The respondent additionally mentioned the possibility of revising the estimate due to the necessity of the installation of a stay wire for the electric post, due to some safety reasons. As a result, they plan to reduce the material and labour costs related to providing stay wire to the post, leading to a revision of the overall estimate. As such, the estimate was modified by the respondent on 11/08/2023, resulting in a revised estimate amount of Rs.5803/- instead of the original estimate amount of Rs.7526/-.

Based on the provided information, this Forum's perspective is that the petitioner is obligated to bear the estimated cost as the work is to be executed by the licensee as per the petitioner's request. The Sub-Regulations 95 (4) (c) and 95 (5) of the Kerala Electricity Supply Code, 2014, outlined below, grant the licensee the

authority to relocate their electrical infrastructure upon request from an applicant, provided the applicant pays the necessary expenses.

**Regulation 95: Procedure for shifting electric line or electrical plant of the licensee.-**

(4) ©“*The application for shifting an electric line or electrical plant shall be granted only if:- the applicant shall remit the labour charges and material charges required for shifting the electric line or electric plant as estimated by the licensee as per the cost data approved by the Commission from time to time in accordance with the Regulation 33 of the Kerala Electricity Supply Code, 2014.*

(5) *The licensee shall shift the electric line or electrical plant if the conditions specified in sub regulation (4) are complied with by the applicant.”*

**DECISION:**

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

- 1. The respondent shall take up the post shifting work once the petitioner remits the revised estimate amount.**
- 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 14<sup>th</sup> day of August 2023**

Sd/-  
Sri.Biju Varghese  
3<sup>rd</sup> Member  
CGRF, Ernakulam

Sd/-  
Smt.Mini Francis  
2<sup>nd</sup> Member  
CGRF, Ekm

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

Endt. On CGRF-CR/OP No.22/2023-24 Dated  
Delivered to

Sri.Vijayan. T.S,  
Thekkeneeliyathu House,  
Nadakkavu P.O., Udayamperoor,  
Pin – 682 307

Sd/-

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)  
CGRF-CR, KALAMASSERRY

Copy submitted to: 1)The Secretary, KSEBL, VydhyuthiBhavanam, 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,  
Ernakulam  
(2) The Executive Engineer, Electrical Division, KSEBL,  
Thripunithura  
(3) The Assistant Executive Engineer, Electrical Sub Division,  
KSEBL,Thripunithura  
(4) The Assistant Engineer, ElectricalSection,Udayamperoor