

Consumer Grievance Redressal Forum  
Kerala State Electricity Board - Southern Region,  
Vydyuthi Bhavanam, Kottarakkara

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No: CGRF/KTR/OP.No.725/2012/1278

Date: 15 .5.2012.

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From

Chairperson

To

The Assistant Executive Engineer,  
Electrical Sub Division,  
K.S.E Board,  
Kilimanoor.

Sub: - Releasing of order of disposal of OP.No.725/2012.

Ref: - B.O (FB) No.585/2006 (LA.II/1173/2006) dated 25.2.2006.

Sir,

Enclosed the order of disposal of petition filed by Smt. Lizzy Devadas in O.P.No.725/12 for further action.

Yours faithfully,

CHAIRPERSON  
DEPUTY CHIEF ENGINEER  
CGRF (SOUTH)

Copy to:-

1. Smt. Lizzy Devadas, Kunnil veedu, Payyanad, Adayamon P.O Kilimanoor.
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram (Urban).
3. The Executive Engineer, Electrical Division, Attingal.

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Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin – 691 506  
Web site: [cgrf.kseb.in](http://cgrf.kseb.in) E- mail: [cgrfctr@ksebnet.com](mailto:cgrfctr@ksebnet.com), Phone: 0474 – 2451300

**CONSUMER GRIEVANCE REDRESSAL FORUM (SOUTH),  
KOTTARAKKARA**

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Present: 1. Sri.R.Suku, Chairperson, Deputy Chief Engineer  
2. Smt. Beena Pious, Executive Engineer  
3. Sri.N.Sasidharan Unnithan, Member

Thursday the 19<sup>th</sup> day of April 2012

**OP No.725/2012**

Between

Petitioner: Smt. Lizzy Devadas,  
Kunnil veedu,  
Payyanad,  
Adayamon P.O  
Kilimanoor.

And

Respondent: The Assistant Executive Engineer,  
Electrical Sub Division,  
Kilimanoor.

**Grievance of the Petitioner**

The petitioner applied for domestic connection under BPL category on 31/5/2011, in Electrical Section, Kilimanoor. She is aggrieved by the delay in effecting service connection in spite of remitting the required fees and submitting necessary documents. When the staff of the Kilimanoor section office came with all the arrangements for effecting electric connection, Smt. Vijayamma, the neighbour of the petitioner raised 'property crossing objection'. Since there are two disabled members in the family of the petitioner, the delay in effecting electric supply makes much inconveniences. Hence, it is prayed to effect the service connection at the earliest.

**Version of the Opposite party**

The petitioner's application was registered as Consumer No.23382 under Electrical Section, Kilimanoor on 20/6/2011, but connection could not be effected owing to the objection raised by the applicant's neighbour Smt. Vijayamma. Since the complainant has not produced consent of the neighbour Smt. Vijayamma so far, statutory petition will be filed " before the District Collector and Executive District Magistrate of Thiruvananthapuram District" soon.

**Discussion and Findings**

Both the parties appeared for the hearing on 19/4/2012. During hearing, the petitioner submitted that actually there was no serious objection as stated by the opposite party, and there was no written complaint, either. Then the opposite party was asked by this forum to visit the premises again and try to effect service connection to the petitioner and to ascertain whether there is any objection as alleged. There after the opposite party informed this forum that the connection has been effected to the petitioner's premises on 28/4/2012.

**ORDER**

As the grievance of the petitioner has been so redressed, no further action is required at present, and the complaint is accordingly closed.

If the petitioner is not satisfied with the above order of this Forum, he/she is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order. The address of the Electricity Ombudsman is furnished below.

*State Electricity Ombudsman, Pallikkavil Buildings, Mamangalam-  
Anchumana Temple Road, Opp:Kochi Corporation Regional Office,  
Edappally, Kochi – 682 024, Ph: 0484 -2346488.*

Sd/-  
BEENA PIOUS  
EXECUTIVE ENGINEER,  
MEMBER

Sd/-  
N.SASIDHARAN UNNITHAN  
MEMBER

Sd/-  
R.SUKU  
CHAIRPERSON  
DEPUTY CHIEF ENGINEER

Forwarded

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)  
CGRF (SOUTH), KOTTARAKKARA.