

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G, Deputy Chief Engineer, Chairperson  
2. Sri.Pradeep Kumar.R, Executive Engineer, Member II  
3. Sri. M. Sabu, Advocate, Member III

Monday 16<sup>th</sup> October,2023

**OP No.27/2023**

Between

Petitioner: Smt. Sulekha Devi.P  
Cherukara House  
Parassala.P.O.,  
Thiruvananthapuram.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Kesavadasapuram

(2) The Assistant Engineer  
Electrical Section, Kesavadasapuram

**ORDER**

**1. Grievance of the petitioner**

The petitioner had purchased a building and applied for ownership change at Electrical Section, Kesavadasapuram on 02.09.2021. The ownership was changed on 10.02.2021. After one month a demand of Rs.29,290/- along with the monthly electricity bill was raised from the office of the licensee. When contacted the office he was told to produce a no objection certificate from the tenant and a letter from the tenant stating that he has settled the issue with owner and has no objection in retaining the security deposit with the new owner. The Assistant Engineer told the petitioner that the demand will be cancelled automatically after six months. The petitioner approached the licensee several times at the office but no action was taken by the licensee to rectify the issue. The petitioner alleged that she is a cancer patient residing at parassala, 40 kilometers away from the office and had to make frequent travels to the Electrical Section, Kesavadasapuram. so she prays the Forum to give a compensation amounting to Rs.15000/- and take disciplinary action against the concerned officials of the licensee.

## **2. Version of the respondent**

The petitioner residing at House No.TC 15/59, Kesavadasapuram, submitted an application on 2/09/2021 in the section office to change the ownership of consumer number 1145160010229 in the Electrical Section Kesavadasapuram. On verification of the premises and the ownership certificate, the ownership was changed to her name on 10.09.2021. At the time of submission, the security deposit amounting to Rs.29,218/- was in possession of the previous consumer. However the consent letter of the previous owner to transfer the security deposit was not produced along with the application. Hence a demand for an equivalent amount of Rs.29,218 was raised on 08.11.2022 as a special CD, and the consumer was informed of this over phone. Although the petitioner did not remit the special deposit the licensee did not take further action. After some time 18.02.2022 the petitioner had given an application in the section office and submitted a receipt in which the previous owner Mr. Stanley had received the amount, and therefore requesting the withdrawal of the special CD demand. The delay in withdrawing the demand for special CD was due to non production of the documents and not being able to verify the authenticity of Stanley's receipt. However, it may be noted that the consumer has not taken any action on this matter. After receiving the complaint in this respected forum, the above demand was withdrawn on 12.05.2023 and the matter was intimated to the consumer. The consumer informed that even after the withdrawal of the demand, the demand is being seen on the display in the consumer profile in the Orumanet. Again the issue was rectified on 19.05.2023 and informed the consumer. Hence the respondent prays the Forum to dismiss the petition.

## **3. Analysis and Findings**

The hearing was conducted on 20/06/2023. Both the petitioner and respondent were present and the Forum heard the matter in detail.

On going through the petition and other documents in the file the Forum viewed that the case is with regard to withdrawal of special security deposit issued to the petitioner by the respondent. The petitioner alleged that even after repeated requests her complaint was not rectified. So she demands a

compensation of Rs.15,000/- and disciplinary action against the officials of the licensee. The respondent argued that the delay was due to delay in submission of documents by the previous owner. The Forum viewed that there is a serious lapse from the part of the licensee in resolving the complaint of the petitioner. Eventhough the grievance of the petitioner is redressed, the image of the licensee seems to be tarnished due to the irresponsible behaviour of the senior superintendent, who is responsible for resolving the complaints of the consumers. Hence the Forum strictly instructs the licensee to ensure that the officials of the licensee should behave responsibly and dealing accountably with the consumers and the Forum will not condone any action that undermines the consumers. The Forum viewed that the licensee has withdrawn the demand of special cash deposit and as per the regulation (7) & (2) (1) (f) of the Kerala State Electricity Regulatory Commission(Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2005 the Forum has no jurisdiction to give any compensation or take any disciplinary action against the officials of the licensee.

### **Decision**

Considering the above facts and circumstance of the case, the Forum ordered as follows.

1) Since the Forum has no jurisdiction to give any compensation or to take any disciplinary action against the officials of the licensee and the matter has been settled, the Forum does not want to go into the merit of the case hence decided to dismiss the petition. So it is decided to close the petition and disposed the case accordingly.

4.No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he 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.

*'The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488'.*

*Sd/-*

M. SABU  
ADVOCATE  
MEMBER III

*Sd/-*

PRADEEP KUMAR.R  
EXECUTIVE ENGINEER  
MEMBER II

*Sd/-*

LAILA.N.G  
DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded  
Sd/-

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.27/2023/ 224

Dated :16/10/2023

Delivered to:

1. Smt. Sulekha Devi.P, Cherukara House Parassala.P.O., Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Kesavadasapuram.
3. The Assistant Engineer, Electrical Section, Kesavadasapuram.

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM.
- 2.The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram
- 3.The Executive Engineer, Electrical Division, Kazhakuttam

Office: CGRF(S), Vidyuthi Bhavanam, Kottarakkara, Pin - 691 506

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