

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

No: CGRF/KTR/OP.No.721/2012/1235

Date: 27 .4.2012.

From

To Chairperson
The Assistant Executive Engineer,
Electrical Sub Division,
K.S.E Board,
Ettumanoor.

Sub: - Releasing of order of disposal of OP.No.721/2012.

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 Sri. Ratheesh A.S in
O.P.No.721/12 for further action.

Yours faithfully,

CHAIRPERSON
DEPUTY CHIEF ENGINEER
CGRF (SOUTH)

Copy to:-

1. Sri. Ratheesh A.S., Arayan Mukalel, Kaipuzha P.O., Kottayam.
2. The Deputy Chief Engineer, Electrical Circle, Kottayam.
3. The Executive Engineer, Electrical Division, Vaikom.

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

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

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

Thursday the 19th day of April 2012

OP No.721/2012

Between

Petitioner: Sri. Ratheesh A.S.,
Arayan Mukalel,
Kaipuzha P.O.,
Kottayam.

And

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

ORDER

This petition is filed by the petitioner alleging non-compliance of the order of this forum in OP No.685/2011, which was disposed of vide order dtd.3/1/2012. The operative portion of the order reads as follows:-

- (i) The petitioner shall apply for transfer of ownership to the opposite party and remit all the required fees and expenses for transfer and the cost of re-connection at the earliest.
- (ii) The petitioner shall also clear if any further arrears are due in respect of the premises. The opposite party shall transfer the ownership and re-effect service connection to the premises within 15 days after fulfilling the requirements by the petitioner.
- (iii) No order as to cost.

It is the specific case of the petitioner, that the opposite party did not take any action, on the compliance of the above order of the forum.

Both the parties appeared for the hearing on 19/4/2012. During hearing the opposite party, Assistant Executive Engineer tendered a statement which is reproduced hereunder:-

"The present complaint is with regard to the non compliance of the order of this forum dt.29.12.2011. There is no willful latches or delay and non-compliance on the part of the opposite party. For effecting service connection an estimate for Rs.16,335/- including ACD and other charges was prepared. . But the complainant did not remit the amount so far inspite of serving the estimate. Considering the present condition supply cannot be effected through the existing UG cable. Hence fresh proposal was made by installing OH lines with 2 post and OH 40 m and WP 15 m. However considering the discussion and suggestion came up during hearing, the scope of avoiding one post will be examined so as to reduce the estimate, and will be revised with in 7 days. In view of the suggestions of the forum the existing post near the foot path of the petitioner can be shifted to the side of the foot path and then 1 span OH line can be drawn to effect the service connection to the petitioner. The shifting of the post can be done under deposit work scheme. The revised estimate will be served to the petitioner with in 7 days and the connection can be effected with in 15 days after remitting the amount by the petitioner".

Considering the above facts and circumstances of the case and upon hearing the parties, we do not find any willful lapse or omission on the part of the opposite party, in complying with the order of this forum. The delay occurred is only due to the delay on the part of the petitioner in remitting the estimate amount of Rs.16335/- for re-effecting the connection. The petitioner during hearing stated that he is financially so poor to bear such an exorbitant cost and also that, that much amount is not at all required

for re-effecting service connection, and that, installing of one post can be avoided considering the length and nature and lie of the line. During hearing, it is also found that the proposed installation of one additional post at a distance of 5 mtr from the existing post is not at all required. The Assistant Executive Engineer also fairly agreed to shift the existing post in such a way as to avoid the requirements of an additional post. The installation of the additional post in no way benefits the petitioner or the Board. Hence, the suggestion of the Assistant Executive Engineer, to revise the estimate excluding the expenditure of one post is considered.

Considering the above facts and circumstances and based on the undertaking of the Assistant Executive Engineer, this complaint is disposed of with the following directions.

1. The opposite party shall issue revised estimate to the petitioner within 7 days from the date of receipt as per mentioned above, and supply shall be effected within 15 days after remitting the revised amount as per the estimate.
2. No order as to costs.

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.