

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

Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson
2. Sri. Sanjeev Koshy,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Tuesday 12th December,2023

OP No.50/2023

Between

Petitioner: Sri. Philip Mathew
Srampical House
Kallooppara. P. Thiruvalla.
Pathanamthitta 689583

And

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

(2)The Assistant Engineer, Electrical Section,
Thottabhagam

ORDER

1. Grievance of the petitioner

The petitioner is now residing under Thottabhagam Electrical Section . On 28/02/2013 the petitioner bought a property then under Electrical Section Mallappally. The ownership of the service connection at that property belongs to Thomas Mathen. On 13/06/2013 the petitioner gave a request to Assistant Engineer for changing the ownership of the consumer number to his name along with ownership certificate ,Land tax receipt ,copy of land document ,copy of ID Card and filled application form etc. The property is now situated under Electrical Section Thottabhagam having consumer number 1146182015365.Even though the petitioner visited Mallappally Electrical Section office and Thottabhagam Electrical Section office several times , no reply was received from the side of the licensee . The petitioner requests the Forum to make necessary arrangements for changing the ownership of the service connection.

2. Version of the respondent

The service connection bearing consumer number 1146182015365 under Electrical Section Thottabhagam belongs to Sri.Thomas Mathen in LT VII A tariff . The consumer was transferred from Mallappally Electrical Section to the present section during section bifurcation period during 2019.The consumer was transferred from Electrical Section Mallappally to the present section office with existing status and there is no pending bills to pay . The complaint is regarding the changing of ownership . As per the petitioner he applied for ownership change at Mallappally Electrical Section office along with the application form and connected documents . But details are not available in 'Oruma'. The petitioner had reached Thottabhagam Electrical Section along with some documents and application form , but he didn't pay the application fee. After verifying the documents submitted by the petitioner ,intimation was given to the petitioner about the missing documents and application fee payable. But again the petitioner submitted the form without documents . If the petitioner pays the fee and submit the documents the ownership can be changed.

3. Analysis and Findings

The hearing of the case was conducted on 12.10.2023.Both the petitioner and respondent were present . After hearing the grievance of the petitioner and version of the respondent the Forum viewed that even though the petitioner approached Mallappally and Thottabhagam Electrical Section offices in order to change the ownership of the service connection , he never paid the fees which he has to pay to initiate the procedures. Lack of proper Communication gap is observed from the part of licensee. After receiving an application for changing the ownership the licensee should intimate the procedures and documents including fees to the consumer subsequently. Section 41, of Kerala Electricity Supply Code 2014 describes the procedures to be followed in relation to ownership changing. If the petitioner is willing to pay the amount and submit the documents mentioned in Electricity Supply Code 2014, the ownership of the service connection can be changed accordingly.

4. Decision

Considering the facts and circumstances of the case the Forum orders as follows:

- (1). The respondent is directed to change the ownership of the service connection on request by the petitioner after completing all the formalities of the licensee as per Regulation without further delay.
- (2). 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/-	Sd/-	Sd/-
C .K.HARIKUMAR	SANJEEV KOSHY	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.50/2023/312 Dated : 15/12/2023

Delivered to: 1. Sri. Philip Mathew Srampical House, Kallooppaara. P.O
2. The Assistant Executive Engineer, Electrical Sub Division, Thiruvalla.
3. The Assistant Engineer, Electrical Section, Thottabthagam

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM.
2. The Deputy Chief Engineer, Electrical Circle, Pathanamthitta.
3. The Executive Engineer, Electrical Division, Thiruvalla.