

**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 Koshi,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Wednesday 14th February,2024

OP No.79/2023

Between

Petitioner: Sri.V.S. Sarat Chandran
Dwaraka, Akkodu Koyikkal,
Star Enclave
Koovalassery .P.O.,
Thiruvananthapuram,

And

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

(2) The Assistant Engineer, Electrical Section, Maranallur.

ORDER

1. Grievance of the petitioner

The petitioner comes under the jurisdiction of Electrical Section Maranallur. He has submitted an application at Electrical Section Maranallur for giving new service connection after paying the application fee. He approached several officers of the licensee several times for this purpose including the Electrical Inspector. But the licensee is denying electric connection in the name of builders which is not existing. So he prays the Forum to redress his grievance.

2. Version of the respondent

It is developed as 56 plots with passage in 5.55 acre land under the ownership of C.M.I sales at Maranallur Village in Thiruvananthapuram district. There established a board Koyikal Builders with an arch for constructing star Enclave gated housing colony with a compound wall. The petitioner has submitted an application at Electrical Section Maranallur on 23/11/2022 for giving new service connection, Since his building was situated in the gated colony as per the Regulation 49 (4), 49 (5) of the Kerala Electricity Supply Code 2014, the Assistant Engineer, Electrical Section, Maranallur informed the petitioner that electric

connection can be given only after schematic approval from the Electrical Inspector and was informed that electric connection can be given with the capacity of the distribution transformer. The Electrical Inspector considered as a personnel application without consider the fact that it is a gated housing colony. A service connection has been given for construction purpose to this housing colony to Rev. Fr. Grigori, Perumolin C.M.I Christ Hall. Vellayambalam with consumer no.1145530012499 from 100 KVA Cheenavila transformer. Now four numbers house construction are going on in addition to the applicant. It may be noted that a similar case in Thrissur district Santhi Madam Villa Project, KSEB has ordered to give service connection to 8 persons since the builder has left the said project. [The petitioner has also given complaint to the Kerala State Electricity Regulatory Commission and sought report on 04/05/2023 from Electrical Division, Kattakkada . It may also be submitted that necessary action can be taken from the licensee if suitable decision are ordered either from Regulatory Commission or from the KSEB.

3. Analysis and Findings

The hearing was conducted on 20/12/2023 both the respondent and petitioner were present and heard the matter in detail. On going through the petition and other documents in the file, the Forum viewed that case is with regard to denial of service connection to Sri. Sarat Chandran in the name of builders. The petitioner contented that he has paid the application fee on 15/10/2022 and the licensee is illegally denying service connection in the name of builders which is not existing. The respondent informed that since it is a gated housing colony, electric connection can be given if suitable decisions are ordered either from the Kerala State Electricity Regulatory Commission or from the KSEBL. It is decide to conduct a site inspection. On site inspection and after verifying the documents, the Forum viewed that it is not seen as a gated housing colony, but developed as individual plots in which the petitioner's building exists. It will not come under any builder or developer. Hence the Forum informed the licensee to prepare an estimate for giving service connection and the cost of the expenditure of work will be borne by the petitioner. The petitioner is also willing to bear the expenditure of service connection. The Forum viewed that without verifying the documents of the petitioner, the licensee came to conclusion that it is a gated colony. The Forum observed the negligence from the part of licensee's officials, even after a lapse of 14 months after request, a domestic service connection cannot be effected. From the documentary proof submitted by the petitioner, it is evident that he is eligible to avail service connection.

4. Decision

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

(1) The licensee is directed to prepare the estimate and after remitting the amount the licensee is bound to give the service connection at the earliest (within one month)

(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.79/2023/ 46

Dated : 20/02/2024

Delivered to: 1.Sri.V.S. Sarat Chandran Dwaraka, Akkodu, Koyikkal, Star, Enclave Thiruvananthapuram, Koovalassery .P.O.,

2. The Assistant Executive Engineer, Electrical Sub Division, Kattakada.
3. The Assistant Engineer, Electrical Section, Maranallur.

Copy to:

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