

**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 7th May,2024

OP No.10/2024

Between

Petitioner: Sri. A. Fasiludeen,
AL- Fajr, Edava.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner is a consumer residing under electrical section Edava. The petitioner had been using the service connection bearing consumer number 1145266007384 for agriculture purpose for the last few years. On 6/05/2023 officials from the section office visited the premises and intimated the petitioner that energy meter and related installations are in dangerous situation, and they disconnected the service connection after pasting a notice in the premises. The officials of the licensee ensured the petitioner that the service connection will be reinstalled when the petitioner completes the wiring and other safety measures.

The petitioner completed the wiring as per the directions received through the notice. Then the petitioner was intimated that the owner of the plot in which the electric post stands is not willing to give service connection to the petitioner and it is impossible to give connection

without his consent. The petitioner prays the Forum to make necessary arrangement to reinstate his service connection.

2. Version of the respondent

Consumer number 1145266007384 was a domestic consumer in the name of Sri. Abdul Kadar under Electrical Section Edava. On 6/5/2023 an inspection was conducted by the officials of the Electrical Section on the premises and it was found that the meter and related materials of the service connection were not secured properly. The Assistant Engineer served a notice to the consumer regarding the disconnection, stipulating that reconnection would be possible once the safety issues were rectified, with a requirement to inform the section office upon completion within seven days. No one received the notice as the registered consumer died. Hence the notice was pasted on the premises. The said connection was dismantled after 45 days as no one came to the office in the regard. On 20/01/2024 the petitioner submitted a request to Assistant Engineer, Electrical Section Edava to reinstall the service connection with same consumer number for agricultural purpose. Assistant Engineer instructed the petitioner to apply for a new service connection since the existing connection was dismantled. Following this a formal complaint was filed by the petitioner before the Assistant Executive Engineer, Electrical Sub Division, Varkala. The Assistant Executive Engineer and the Assistant Engineer visited the site. But the neighborhood resident had expressed his objection citing interference with service wires to provide a new connection. Two solutions were suggested for resolution, either resolve the objection through the Hon'ble Additional District magistrate or insert a post in the petitioner's premises to take the connection from the existing overhead line. The petitioner accepted the second option. On 04/02/2024 the petitioner applied for a new connection which was provided on 08/02/2024 for agricultural purpose.

3 Analysis and Findings

The hearing of the case was conducted on 24/04/2024. Only respondent was present for the hearing. The licensee informed the Forum

that the grievance of the petitioner was redressed by providing a new service connection for agricultural purpose.

DECISION

1.As the grievance of the petitioner was redressed by the licensee the Forum is pleased to dispose the case.

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. 10/2024/ 130 Dated :09/05/2024

Delivered to:

1. Sri. A. Fasiludeen, AL- Fajr, Edava.
2. The Assistant Executive Engineer, Electrical Sub Division, Varkala
3. The Assistant Engineer, Electrical Section, Edava.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram
3. The Executive Engineer, Electrical Division, Attingal
- 4.