

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

Monday 29<sup>th</sup> July,2024

**OP No.25/2024**

Between

Petitioner: Sri. Rajendran.K,  
Kadichazhikathu House ,  
Sakthikulangara- Kollam

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Sakthikulangara.  
  
(2) The Assistant Engineer,  
Electrical Section, Sakthikulangara.

**ORDER**

**1. Grievance of the petitioner**

The petitioner Sri.Rajendran.K, is a senior citizen had submitted an application at Electrical Section, Sakthikulangara for getting electric connection for agriculture purpose. However his application was denied without giving proper clarification and the Assistant Engineer did not allow him to remit the application fee. Subsequently, he took a DD towards the application fee and sent the application by registered post. It was accepted with application number 2145611100212 dated 05.07.2022. After a few days, a group led by a Sub Engineer has made site inspection, without any notice. The Assistant Engineer sent an inspection report to the petitioner by citing some defects in the aforesaid premises. However, through the letter dated 01.08.2022 the petitioner gave apt clarification.

Even though all the issues were rectified, the licensee has no intention to provide service connection to the petitioner.

On 4<sup>th</sup> October 2023, a new Assistant Executive Engineer has made a site inspection in the above said premises, and was quite satisfied with the installation. He has agreed to give connection if the GI Pipe structure is given an additional grounding.

On the contrary to the assurance of the Assistant Executive Engineer, the petitioner was denied the agriculture connection by citing the following lapses at proposed location of meter is not easily accessible to licensee (b) Alignment of service line is not in on accessible route (c) No shelter has been provided for protecting the meter from sun light and rain.

The petitioner alleged that the licensee has made indefinite delays on providing the service connection to petitioner and it is clearly a violation of Govt declared policies framed to help agriculturists. Therefore he prays the Forum for relief.

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

The petitioner is a consumer under Electrical Section Sakthikulangara bearing Consumer Number.1145611016438. On 05.07.2022, he has submitted an application for a new agriculture service connection before the Assistant Engineer, Sakthikulangara. Accordingly, the officials of the licensee has conducted a site inspection on the premises of petitioner and noticed some defects for providing agriculture connection. The Assistant Engineer had issued a letter on 18.07.2022 for rectifying the defects and also had informed to obtain consent for crossing whether proof wire over another property. In reply to his letter, the petitioner agreed to rectify the defects and also proposed to facilitate supply from another post to avoid property crossing. The premises was then inspected again and found that the defects pointed through the letter were not seen rectified. The matter was again conveyed to the petitioner, and even made site inspection on the premises. However the licensee found that the right of way of the proposed WP wire was not seen

provided and the petitioner is not willing to pay the estimated amount. He argued that a post is not required for the connection and elaborated various cases in different areas of the section where support post is not used for weather proof wire crossing.

On 08.09.23, the premises was again inspected by the licensee and none of the defects were seen rectified. Moreover, the plastic roofing sheet, above a metal structure near meter board, was found damaged. subsequently, the Assistant Engineer sent another letter to the applicant on 21/09/2023 to rectify the defects and to remit the estimated amount in 7 days, failing which his application will stand cancelled without further intimation. However no communication was received from the petitioner on the matter. Finally on 03.11.2023, the petitioner was informed that the application stands lapsed, and the Assistant Executive Engineer had given an intimation to the petitioner for submitting a fresh service connection application supported by, proof of identity and ownership/ possession certificate of the land issued by the Revenue authority within 1 year based on the Ease of doing Business, order issued by KSEB Ltd in the year .

### **3. Analysis and Findings**

The requirement of the petitioner is to provide service connection without any delay and he alleged that the service connection is denied by the licensee. However, licensee argued that some deficiencies are found in the afore said premises and none of the defects rectified by licensee. The question arises whether the decision to keep pending of the service application of petitioner due to the above said reasons is justifiable or not. For this, Forum overlook the Regulation 27 of the Kerala Electricity supply code 2014, which envisages the obligation of licensee to provide service connection

**Regulation 27 (2) Obligation of the licensee to supply on request.-** (1) The distribution licensee shall develop and maintain an efficient, coordinated and economical distribution system in its area of supply and shall supply electricity to any person on his request in accordance with the provisions of the Act and of this Code.

(2) The licensee shall, on an application in the proper form from the owner or lawful occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code, if:-

- (a) the supply of electricity is technically feasible;**
- (b) the applicant has complied with the conditions specified in this Code; and**
- (c) the applicant bears the expenditure for providing supply and services as specified in this Code.**

Considering the above three clauses in the regulation 27 (2), the forum noticed some defects in the said premises which are unsafe and hence technical feasibility is in doubt.

The Forum also reminds the petitioner to comply the conditions and regulations stipulated in the Electricity supply code 2014.

**Regulation 77 (5) of the Electricity supply code states that the licensee shall . During the inspection, the licensee shall:-**

- (a) fix, in consultation with the consumer, the point of supply and the place where the meter and the associated equipment shall be installed in such a manner that they are protected from sun, rain etc. and are easily accessible, without getting the premises unlocked or opened for the purposes such as inspection, meter reading and maintenance;**
- (b) align the service line along an accessible route up to the entry point of the premises;**
- (c) determine and record the connected load of the consumer in accordance with the method given in Annexure - 7 to the Code;**
- (d) verify and record the correct full address of the premises and note down landmarks near the property and the number of the pole or the details of the distribution pillar from where service connection is proposed to be given; and**
- (e) verify all other particulars mentioned in the application form, as required.**

**On the contrary to the aforesaid regulation, here in the premise the plastic roofing sheet, above a metal structure near the meter board was found damaged, and it is not rectified by the petitioner. Further, the meter board of the new connection should be easily accessible to officials of licensee for taking reading and maintenance**

**Regulation 109 (5) Kerala Electricity Supply Code, the consumer shall provide suitable and adequate space for installation of the meter in such a manner that it is always accessible to the licensee or his representation.**

The Forum is on the view that the respondent had a lenient approach to the applicant. As per Regulation 79, on re inspection the defects pointed out earlier are found to persist, the licensee can reject the application. However, the Assistant Engineer has taken such an approach to the applicant only after 4<sup>th</sup> re inspection. Therefore the Forum has neither found any deliberate attempt on the part of the licensee to deny the service connection. Licensee is abided by the rules and it cannot be considered as intentional delay as alleged by the petitioner.

Therefore in the light of above factual aspects, the decision of the licensee to provide agricultural connection only after rectifying the defects in the aforesaid premises is justifiable. Hence the Forum dismissed the petition.

**DECISION**

Considering the facts and circumstances of the case mentioned above the forum ordered as follows-

1. The decision of the licensee to reject the service connection application dated 03/11/2023 shall hold good and service connection shall be provide on fresh application subject to adherence to statutory requirements.
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/-*

C .K.HARIKUMAR  
ADVOCATE  
MEMBER III

*Sd/-*

SANJEEV KOSHY  
EXECUTIVE ENGINEER  
MEMBER II

*Sd/-*

LAILA.N.G  
DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

*Sd/-*

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No. 25/2024/211

Dated : 02/08/2024

Delivered to:

1. Sri. Rajendran.K, Kadichazhikathu House, Sakthikulangara-Kollam
2. The Assistant Executive Engineer, Electrical Sub Division, Sakthikulangara K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Sakthikulangara

Copy to:-

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