

**CONSUMER GRIEVANCE REDRESSAL FORUM
NORTHERN REGION, KOZHIKODE.**

(Formed under section 42(5) of Electricity Act 2003.)

Vydyuthibhavan, Gandhi Road, Kozhikode -673011

Telephone Number -0495 2367820

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PRESENT

SAJAMMA. J. PUNNOOR : CHAIRPERSON

FRANCIS. A. C : MEMBER

OP 31/2024-25

PETITIONER :-

1. Sri. Naufal. N,
Nedumkandathil House,
Kunnamangalam,
Calicut-673571.

RESPONDENTS :-

1. The Assistant Executive Engineer,
Electrical Sub Division, Kunnamangalam,
KSEBL, Kozhikode-District.
- 2.The Assistant Engineer,
Electrical Section, Kunnamangalam,
KSEB Ltd, Kozhikode- District.

ORDER

Complaint:-

The petitioner has a service connection with consumer number 11667001159 under Electrical Section Kunnamangalam. He has submitted an application for shifting the service wire of his above cited consumer number on 12-06-2024 at Electrical Section Kunnamangalam. In response to that, after site inspection the respondent had prepared an estimate amounting to Rs. 26,075/-. A demand notice dated 29-06-2024 was served to the petitioner for remitting the estimate amount. Petitioner claims that there was a post, earlier at the location and the removal of the same by the respondent resulted in the sagging of the service wire. The petitioner requests for the reinstalling of the said pole and realignment of the service wire at concessional rate.

Version of the Petitioner :-

The original post to the petitioner's house was seen removed by KSEB officials during the installation of transformer to Thaza Hotel. This led to the sagging of the service wire and the officials of the KSEB, for the sake of convenience tied the sagging service wire to the walls of the existing MYG building in joint ownership of the petitioner and his brother. The petitioner has given an application to KSEB against the safety reasons. That apart another construction work is going on in the premises of his brother's which also poses problem.

As per the application of the petitioner, present Assistant Engineer visited the premises. An estimate was served to the petitioner. Petitioner states that the estimate amount is Rs. 39,111/-. But the petitioner reveals that he could not have much fund for expending this huge amount and he argued that if the electric post which was removed by the KSEB officials may be reinstalled, he couldn't have this additional burden of installing a new post for realigning the service wire.

The petitioner also states that his mother is ailing from kidney malfunctions and the said estimate amount will be a great financial burden on him. Hence he request before the Forum to issue orders to carry out the realignment of service wire at a concessional rate.

Version of Respondent :-

Sri. Noufal. N has submitted an application at Electrical Section Kunnamangalam on 02-06-2024 for shifting his service wire inorder to facilitate the ongoing construction work at his property. On the next day Sub Engineer Sri. Harikrishna of Kunnamangalam Electrical Section had inspected the premises. A technically feasible route for the realignment of the service wire has been fixed based on the suggestion from the petitioner. The total estimate amount comes to Rs. 26,075/-. Hence a demand notice was served to the petitioner for remitting the estimate amount. The allegations made by the petitioner in the complaint is misleading and extremely defamatory. Petitioner was intimated on 13-06-

2024 itself that the feasibility of laying underground cable after installing the meter at the nearby MyG future building could be checked. Since the two premises are entirely different, the above proposal couldn't be materialised. Hence a suitable realignment route has been fixed with the consent of the petitioner.

On inspection at the premises on 19-06-2024, it has been noted that the service wire was tied at the nearby building and also on a GI pipe. Since the petitioner didn't turn upto remit the estimate amount, a disconnection notice has been served to the petitioner based on safety grounds.

The estimate was prepared based on the inspection conducted by the Sub Engineer at the premises. No complaint has been made by the petitioner about the relocation of the support post as he sited in the complaint. No support post has been dismantled by the respondent from the said location. The allegations made in the complaint are baseless. On remittance of the estimate amount the service wire realignment work could be executed.

Analysis and Findings:-

The hearing of the case was conducted on 13-08-2024 at CGRF Court Hall, Kozhikode. The hearing was attended by the representative of petitioner and the respondent.

Having examined the petition in detail and statement of facts of the respondent, considering all the documents submitted and deliberations during the hearing, the Forum has come to the following observations and conclusion leading to the decision.

The petitioner has submitted an application for realignment of the service wire to his consumer number 1166070001159 on 12-06-2024 at Electrical Section, Kunnamangalam. An estimate has been prepared by the Sub Engineer of Electrical Section, Kunnamangalam after conducting a site inspection.

The realignment route was fixed after consultation with the petitioner also. The estimate amount comes to Rs. 26,075/-. A demand letter dated 29-06-2024 was served to the petitioner. But the petitioner didn't turn upto remit the amount.

The petitioner's argument is that there was a support pole earlier at that location. But the respondent stated that, on inspection it was understood that the above argument of the petitioner is baseless. Forum finds that the realignment is necessitated due to the construction work going on in the petitioner's premises not due to the removal of any support post at the location. Hence the petitioner has to remit the estimate amount for the realignment of service wire as per Section 95(4) (C) of the Kerala Electricity Supply Code 2014.

During the hearing petitioner stated that, a certain portion of the proposed realignment route of service wire also will be covered by the building when the ongoing construction work is completed. Which will necessitate the shifting of service wire again. The Petitioner stated that the property in which the construction work is going on also belongs to him. Hence during hearing realignment of service wire by laying an underground cable to his premises after installing a meter kiosk at his property is proposed. The petitioner is directed to submit an application for the same without delay. The respondent will then prepare the estimate for the same and take necessary steps to execute the work on remittance of the estimate amount and on completion of the underground cable portion of the work by the petitioner.

Decision:-

- The petition is disposed off accordingly.

Dated this the 30th Day of August 2024.

**Sd/-
Francis. A. C
Member**

**Sd/-
Sajamma. J. Punnoor
Chairperson.**

Forwarded to:

- 1) Naufal. N,
Nedumkandathil House,
Kunnamangalam,
Calicut-673571.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the State Electricity Ombudsman, D.H. Road, Offshore Road Junction Gandhi Square, Eranakulam, Kerala-682016.(Ph: 0484 2346488) within 30 days from date of receipt of this order.

- 2) The Assistant Executive Engineer,
Electrical Sub Division, Kunnamangalam,
KSEB Ltd, Kozhikode-District,

Copy submitted to:-

Chief Engineer (Distribution – North), Kozhikode.

Copy to:

1. The Secretary, KSEB Ltd, Vydyuthibhavanam,
Thiruvananthapuram.
2. Deputy Chief Engineer,
Electrical Circle, Kozhikode ,
Kozhikode. District.
3. The Executive Engineer,
Electrical Division, Balussery,
KSEB Ltd, Kozhikode District.
4. The Assistant Engineer,
Electrical Section, Kunnamangalam,
KSEB Ltd, Kozhikode District.

Forwarded

Sd/-
Chairperson.

