

**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

Friday 20th June,2025

OP No.94/2024-25

Between

Petitioner: Sri.R.Sujith Chandran,
Sarovaram, Kadakulam,
Plamoottukada.P.O.,
Neyyattinkara
Thiruvananthapuram.

And

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

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

ORDER

1. Grievance of the petitioner

The Petitioner Sri.R.Sujith Chandran,Sarovaram,Kadakulam, Plamoottukada, Neyyattinkara, Thiruvananthapuram was the owner of 24 cents of property in Mooverikkara which was purchased in the year 2016. On 2019 an electrical service line was seen drawn through the middle of his property for providing service connection to his neighbour,Sri Stephen. The petitioner approached the officials of Licensee and stated that the line causing hindrance in his property for the entry of vehicles inside and also causes obstacles for the construction of building. In response,the licensee stated that it was only a temporary arrangement and in the next work they will redraw the line directly from the road to the house of the consumer. However the respondent failed to keep assurance and no favourable action

was taken from the licensee for redrawing the service line. On 15/11/2024 the petitioner got information that due to road widening all the posts in that area is to be changed and line is redrawn. The petitioner approached the respondent and the Assistant Engineer asked him to give a written request. Upon the request the officials of licensee inspected his property and found that the line was drawn erroneously and informed that they will immediately removed the service line and give service connection directly from road to the consumer's house. On 21/11/2024 the licensee gave a reply stating that the petitioner had to pay Rs.8050/-.They also stated that the line was drawn in 1992, but the petitioner argued that this was done in 2019 and no consent was obtained from him or the previous owner. Therefore he approached the Forum to take immediate steps to draw service wire properly and seek compensation from licensee for the hardships and losses caused by the negligence of the respondent.

2. Version of the respondent

The respondent has filed the statements of facts against the averments raised in the petition . According to the respondent the contention of the petitioner is that the service wire drawn through his property was drawn on many years back, for providing electricity connection to Mr.Stephen's house with consumer number 1146676000718. As per office records the date of connection of above service connection was on 01/10/1992 and there was no alignment change of service wire done for the last 10 years, On the above service connection, only two services are done named as section initiated meter change on 05/12/2021 and Temporary extension on 04/03/2022. The respondent stated that there is no other services are done in the above connection. During November 2024 a road widening work was done on the road in front of Mr. Sujith chandran's property. In connection with the road widening work, based on the request received from PWD for shifting the pole in front of Mr. Sujith chandran's property, the pole was shifted to the side of the road as deposit work. The work was done after the remittance of estimate amount by PWD. The petitioner's demand was to shift the existing HT/LT pole to some distance away from the existing location, so as to move the service

wire to outside his property, in the expense of PWD fund. It is not technically possible and also it will become the misuse of public fund. Based on the request given by Mr. Sujith Chandran the officials from Kunnathukal, Electrical Section inspected the site. A weather proof support post is required to change the weather proof alignment. The procedures done by Assistant Engineer, Electrical Section, Kunnathukal was in order, based on the prevailing laws and orders in KSEBL. The licensee stated that the shifting work can be done as deposit work scheme only. In this scheme the applicant should pay the estimate amount. The petitioner refused to pay the estimate amount. The respondent stated that there is no negligence happened from KSEB officials and humbly request the Forum to convince the petitioner to remit the estimate amount for shifting the weather proof wire.

3 Analysis and Findings

The forum afforded an opportunity to hear the petitioner and respondent on 13/05/2025. Both the petitioner and respondent were present for hearing. Having examined the petition in detail and the statement of facts of the respondent, considering all the facts and circumstances in detail and perusing all the documents of both sides, the forum comes to the following observation, conclusion and decisions there of. On going through the petition & other documents in the file, the Forum viewed that the case is with regard to the removal of the electrical service wire crossing through the corner of the petitioner's property. The petitioner contended that the electrical service line was drawn through his property on 2019 with out his consent. The petitioner argued that demanding the estimated amount from him for shifting the service wire to a convenient place outside his property is not justifiable.

On analysing the records, it is observed that the line had already drawn through the property before the present owner (petitioner) purchased this property. The Forum analysed that the subject matter of the case is whether the complainant is liable to remit the estimated amount of Rs. 8050/-

The provisions under Regulation 95 of Kerala State Electricity Supply Code 2014. clearly stipulates the procedure for shifting electric line or electric plant of the licensee

(1) The owner of the land or his successor in interest who has given right of way for the construction of an existing electric line or electrical plant over, under, along, across, in or upon the said land, may apply for shifting the electric line or electrical plant to any other portion of his land for genuine purposes.

(2) The application for shifting the electric line or electrical plant shall be submitted in the local office of the licensee.

(3) On receipt of the application the licensee shall inspect the site and assess the technical feasibility of the proposed shifting.

(4) The application for shifting an electric line or electrical plant shall be granted only if:-

(a) the proposed shifting is technically feasible; and

(b) the owner of the land or his successor in interest gives consent in writing to shift the electric line or electrical plant to any other portion of his land or to any other land owned by him; or any alternate right of way along any public path way available for shifting the electric line and the electrical plant; and

(c) the applicant shall remit the labour charges and material charges required for shifting the electric line or electric plant as estimated by the licensee as per the cost data approved by the Commission from time to time in accordance with the Regulation 33 of the Kerala Electricity Supply Code, 2014 “.

(5) The licensee shall shift the electric line or electrical plant if the conditions specified in sub regulation (4) are complied with by the applicant.

In accordance with the aforementioned Regulation, the beneficiary has to remit the required deposit amount for carrying out the shifting work. Hence as per Regulation 95(4) the petitioner is bound to pay the required estimated amount prepared by the licensee for the completion of the work.

DECISION

Considering the above facts & circumstance of the case the Forum ordered as follows.

- (1) The Licensee shall execute the work only after observing all technical and safety aspects, on remittance of the required work deposit amount.
- (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.94/2024-25/848

Dated : 26 /06/2025

Delivered to:

1. Sri.R.Sujithchandran, Saravaram, Kadakulam, Plamoottukada.P.O., Neyyattinkara , Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Parasala. K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Kunnathukal.

Copy to:-

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

