

**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. Smt. Sajina.T,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Saturday 20th ,December 2025

OP No.39/2025-26

Between

Petitioner: Sri. Surendran Unnithan
Vrindhavanam
Kootikada, Mayyanad, Kollam
PIN -691020.

And

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

(2) The Assistant Engineer,
Electrical Section, Mayyanad

ORDER

1. Grievance of the petitioner

The petitioner is a domestic consumer under Electrical Section, Mayyanad bearing consumer Number 1145805013663. Grievance is the licensee had installed a stay wire in his property without his consent subsequently the petitioner has approached the licensee for redressing this issue, but no satisfactory response was provided by the licensee. Further, the petitioner received a response in which the petitioner was directed to pay an amount of Rs.26,221/- for shifting the guy wire The petitioner contended that the guy wire has to be removed from his property at the risk and cost of the licensee. Therefore the petitioner prays the Forum for relief.

2. Version of the respondent

The respondent firstly put forward the argument that it was a stay wire that installed on the property of the petitioner, not the guy wire as stated by the petitioner. The stay wire used as support to the post TK 50/15/3, providing service connection bearing consumer No.8540. Since it is an angle stay, there is every chance to collapse the entire line and post, if a supporting stay is not provided.

The respondent admitted that petitioner has submitted application for removing the stay wire from his property. On verification, it is understood that it is not technically feasible to shift the stay. Hence the Assistant Engineer recommended to install two new PSC poles with stays for the removal of the disputed stay. Subsequently an estimate amount of Rs.26,221/- has been prepared and informed the petitioner to remit the same. But the complainant has not remitted the estimate amount till date. Even though the licensee has suggested a feasible solution in this matter, the petitioner has not responded appropriately as he wants to execute the work at free of cost.

In the light of above factual aspects, the licensee prays the forum to dismiss the petition.

3. Analysis and Findings

The hearing of the case was conducted on 27/11/2025. The petitioner was absent and the respondent was present on the hearing. petition and other documents of the file, it is seen the case is with regard to the removal of stay wire placed in the property of the petitioner. The petitioner contended that the stay wire has been placed without his knowledge or consent. He also contended that the stay wire has to be removed from his property at the risk and cost of the licensee. On the other hand, licensee argued that the removal of stay wire can only be done after remitting the estimated cost of Rs.26,221/- .

On perusing the records the Forum observes that the stay wire has placed long back and the petitioner has not raised any objection was staying outside, they would have visited several times and would have

noticed the presence of stay wire. In 2003, the respondent only strengthened the stay wire, which is in dangerous condition. Hence the argument of the petitioner that he is unaware about the installation of wire is not correct.

The Forum observed that without providing the above stay, there is every chance to collapse the entire line and post. The respondent stated that a new PSC poles with stays wire are needed to be installed for the disputed stay. The Forum sees as a right solution to remove stay wire without affecting the stability of electric line.

The procedure for shifting all installation is explained in regulation 95 of the Kerala Electricity Supply Code 2014.

95. Procedure for shifting electric line or electrical 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 remits the labour charges required for shifting the electric line or electrical plant.

(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 meet the expenditure for shifting the electric plant or electric line. Here in this case ,the stay wire is to be removed for the benefit of the petitioner,hence the petitioner is bound to pay the required estimated amount prepared by the licensee for the execution of the work. Therefore the Forum dismissed the petition.

DECISION

1. The petitioner is liable to pay the estimated amount for removing the stay wire.
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/-

SAJINA.T
EXECUTIVE ENGINEER
MEMBER II

Sd/-

LAILA.N.G
DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

.....5/-

No: CGRF/KTR/OP No.39/2025-26/993

Dated :22/12/2025

Delivered to:

1. Sri. Surendran Unnithan, Vrindhavanam, Kootikada, Kollam
PIN -691020.
2. The Assistant Executive Engineer, Electrical Sub Division, Kottiyam.
3. The Assistant Engineer, Electrical Section, Mayyanad

Copy to:-

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