

**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

Wednesday 31th December,2025

OP No.41/2025-26

Between

Petitioner: Smt. Leelamma Mathunny
Kalluvila Puthen Bunglow
Pavithreswaram.P.O

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner, Smt Leelamma Mathunny is a domestic consumer under the area of Electrical Section, Puthoor, bearing consumer number 1145895003338. The complainant is a widowed house wife and she lives alone in her residence. While so, she received a notice from the Puthoor Section office stating that a jackfruit tree had dangerously tilted towards the overhead (OH) LT line and it should be removed within the specified date of receipt of the notice. Upon notice, her son contacted the section office,Puthoor requesting to turn off the supply of OH line, for facilitating the tree cutting. In response, the licensee stated that such services are available on Thursday's and the petitioner can done this work on any Thursday's. Subsequently the petitioner planned to execute the work on 18/09/2025. and informed the licensee to make necessary arrangements

for disconnecting the supply .On 14/09/2025 petitioner's son called the official number (9446009161) of the Assistant Engineer at 10:59 AM and 11.00 AM and recorded the details including the consumer number and said that the tree will be cut on 18/09/2025 (Thursday) and also told to arrange a person at 9:00 AM on that day, A part from that, the matter was informed to the official number of the Assistant Engineer, Puthoor Section office, (9446009160), and also through a notice and voice message. The workers arrived for tree cutting at 8:30 AM on 18/09/2025 (Thursday) as agreed by the licensee for cutting the tree. Even after their arrival, the Petitioner called several times, they were informed that a meeting was going on the section office and they would join after the meeting. On that day they further contacted the Assistant Engineer and was told that the officials assigned for supervisory work had not arrived. Hence a single official from the office had not visited the work place and neither made any arrangements on switching off the OH line. Even though, the work has not done, the petitioner is compelled to pay wages for Rs.8500/- for workers. Also, this irresponsible action taken by the concerned officials of the licensee has prevented his son from going to the office for work on time and has caused mental distress and financial burden. Therefore the petitioner request to take steps to recover the losses caused to him from the concerned officials.

2. Version of the respondent

According to the respondent, it was observed that a Jack fruit tree had dangerously tilted towards the overhead (OH) LT line, maintaining only about 1 inch clearance from pole No.PT4/6/3. The bark of the tree was slightly damaged, indicating the possibility of contact with the pole under certain conditions. The tree poses a serious threat to the LT post and line. Hence a temporary dismantling of one span of the line is recommended at the site to facilitate safe tree cutting.

On 27/08/2023 a notice was served to the consumer by the Assistant Engineer, Puthoor regarding the potential danger and need for tree cutting. In response, the consumer's representative contacted the Section Office requesting a shutdown to facilitate the tree cutting. It was

informed that shut down are generally arranged on Thursdays as displayed in the notice board at the Section Office. On 18/09/2025 (Thursday), the consumer's representative approached the Assistant Engineer requesting complete dismantling of the OH line, in addition to the scheduled shut down. The Assistant Engineer informed that while power could be switched off, dismantling and reconnection of the line would require payment of the prescribed charges as per KSEBL rule to be remitted at the Section Office. However, the consumer refused to remit the required fee, stating that such information had not been communicated earlier. Consequently the dismantling work could not be carried out.

The consumer's request for dismantling the OH line without remitting the applicable fee is not in accordance with KSEBL rules. The demand for refund of labor charges is baseless and untenable, as the work could not be executed due to consumer's own non-compliance and the licensee has no lapses, in this matter.

3. Analysis and Findings

The hearing of the case was conducted on 27/11/2025. Both the petitioner and licensee were present and heard the matter in detail. On examining the petition, the arguments filed by the petitioner, the Statement of facts of the respondent, perusing the documents attached and considering all the facts and circumstances of the case, the Forum comes to the following findings and conclusion leading to the decision thereof.

The subject matter of the case is a Jack tree standing in the residential yard of petitioner which has dangerously tilted and is leaning against the (OH) LT line passing over the property. The complainant, being a responsible consumer, intends to cut the tree to avert a potential disaster. However to execute this work without risk to life or property, it is important that the OH line be switched off or temporarily dismantled. The complainant submitted a request to the officials of the licensee to make the arrangements, but the officials have failed to act. While receiving the request, the Assistant Engineer should communicate the fees and procedures to the petitioner before arranging the work. However

it is found that the latter failed to communicate the procedures before execution of work. Despite repeated requests and verbal communication from the part of petitioner, the officials of the licensee has failed to take any action. The documentary evidence clearly shows that the petitioner had frequently contacted the Assistant Engineer, Puthoor to disconnect the power supply to the said OH line, but he showed a negligent attitude towards the petitioner. The lethargy and inaction on the part of the officials of the licensee is evidently clear, and the official concerned should be accountable to such lapses. The Assistant Executive Engineer and the Assistant Engineer were particularly responsible for this inaction.

During the hearing the forum observed that the respondent, though served notice, but has not given any justifiable reason for the delay in facilitating the switching off the line. The respondent cannot abdicate their statutory liability to ensure safety of the life and property of the consumer. The safety of human life is paramount and cannot be compromised due to procedural lethargy. Therefore it is the duty of licensee to ensure that trees do not endanger the safety of the electric lines. Therefore the Forum is of the view that respondent's failure to coordinate with the consumer to ensure safety constitutes a clear **deficiency in service** and a stringent action is necessary to deal with such lapses.

It is found that the petitioner has approached this Forum for awarding compensation for the mental agony and financial burden that he suffered due to the negligence of the licensee. This Forum is functioning based on Electricity Act, Rules and Regulation which never specify about the granting of compensation for the loss faced by the consumer. As such, the petitioner can approach any other appropriate Forum for the redressal of his complainant in this regard.

DECISION

Considering the above facts and circumstances of the case the Forum ordered as follows.

1. The claim of compensation by the Petitioner is not allowed as this is not within the jurisdiction of Forum.
2. The Assistant Executive Engineer is hereby directed to inspect the site forewith and take corrective measures required for safety clearance in coordination with the petitioner and concerned technical staff.
3. The respondent shall improve communication and behavior while dealing with consumers .Awareness and customer service training programmes shall be conducted for staff and officers to strengthening customer relations. Before engaging the safety related works the utmost care shall be taken by the licensee in communicating the stipulated procedures and technical fees to the petitioner and also execute the work in a time bound manner.
4. The licensee has to enquire and found out the officials who has made lapses which resulted the revenue loss to the petitioner and take appropriate action.
5. 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)

No: CGRF/KTR/OP No.41/2025-26/08 _____ Dated : 05/01/2026

Delivered to:

1. Smt. Leelamma Mathunny Kalluvila Puthen Bunglow Pavithreswaram.P.O, Mob.No-9946663009.
2. The Assistant Executive Engineer, Electrical Sub Division, Kottarakkara.
3. The Assistant Engineer, Electrical Section, Puthoor.

Copy to:-

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