

**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 November,2025

OP No.43/2025-26

Between

Petitioner: Sri. G.Asokan
Plot No.5, Subhash Nagar,
Vallakkadavu.P.O., Trivandrum
PIN-695008
Mob.No.9447150441, 6238305104.

And

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

(2) The Assistant Engineer,
Electrical Section, Fort, Thiruvananthapuram

ORDER

1. Grievance of the petitioner

The petitioner Sri. G.Asokan,Plot No.5,Vallakadavu P.O Thiruvananthapuram has submitted a grievance regarding an unlawful electricity connection given in Feb 2025 by the officials of Fort Electrical section, Thiruvananthapuram bearing consumer number 1145032020922 in the name of one Mr.B.S Riyas to a Kiosk situated in Heera Chambers ,a commercial Complex alongside MG Road Pazhavangadi.The Proof of the ownership submitted by the petitioner is an unregistered sale agreement dated way back in Sept 2017 which has no legal standi in the face of law and as such it is invalid. The Kerala Electricity Supply Code 2014,section 45 clearly indicates the documents that can be accepted as proof of ownership and an unregistered sale agreement is not valid even if it is original. Mr.B S Riyas is neither the owner nor a legitimate lessee,but a forceful encroacher of the premise trying to legitimize his occupancy. As per corporation and revenue records it is clear that the owner of this premise bearing Door No.TC 83/2907 is Smt.Govinda Ammal. She is also the land owner.The kiosk having

corporation number TC83/2907 being built in the common area of the complex, the deemed owner at present is the Owners Guild. As such, KSEB failed to verify the bonafides regarding ownership title and the connection is given erroneously. Feeling aggrieved, the petitioner sought remedial action from licensee through letters dated 25/04/2025 and reminder dated 15/07/2025, but remains unanswered and the problem is unresolved. If there is a legitimate registered owner in revenue records for the said premises, an electric connection cannot be granted for the same space on another person's name. Therefore the petitioner request the Forum to take corrective action by revoking the service connection.

2. Version of the respondent

The respondent submitted that the service connection bearing consumer No.1145032020922 was effected in the name of Sri. B.S Riyas on 05/04/2025. According to the respondent, the licensee has simplified the documentation requirements in line with the state's Ease of doing business reforms. For LT connections, only two categories of documents are generally required - proof of identity and proof of ownership or legal occupancy. The applicant submitted an agreement for sale executed on stamped paper as proof of occupancy/ possession right. The field officials after due site verification accepted the said document as a valid occupancy document. The Assistant Engineer, being satisfied about the genuineness and sufficiency of the documents submitted approved and effected the service connection.

The respondent argued that KSEBL, as a statutory distribution licensee is under an obligation to supply electricity to any owner or occupier of premises under section 43 of the Electricity ACT, 2003. Failure to supply electricity attracts statutory penalties. So the petitioner has acted strictly in compliance with statutory provisions, regulations and Board order in force. Therefore the licensee request to dismiss the petition.

3. Analysis and Findings

The hearing was conducted on 18/12/2025. Both the petitioner and respondent were present on the hearing and Forum heard the matter in detail.

The petitioner, G. Asokan presently the president of owners guild of Heera shopping Complex has submitted a complaint that the electricity connection bearing consumer No.11450320922 is unlawful and not in accordance to the

Kerala Electricity Supply Code 2014. According to the petitioner, the proof of ownership in legal occupancy is mandatory provision for providing an electricity connection.

Regulation 45 Proof of ownership or occupancy of the premises.- (1) The licensee shall accept any of the following documents as

proof of ownership or occupancy of premises:-

- (i) certified copy of title deed or lease agreement;**
- (ii) letter of authorization from the Punja / Kole Special Officer in the case of agricultural connections for dewatering;**
- (iii) ownership certificate from Municipal Corporation or Municipality or Panchayat or Township in the case of buildings;**
- (iv) ownership certificate issued by competent revenue authority in the case of land;**
- (v) letter of allotment in the case of industrial estates or industrial parks or Special Economic Zones;**
- (vi) possession certificate from Revenue authorities.**

The licensee has to effect the Service connection based on the valid documents submitted by applicant as per Regulation 45 of the Kerala Electricity supply Code 2014. Here the argument of the petitioner is that the connection is provided on the basis of an unregistered sale deed submitted by applicant and it was an invalid document. On perusing the documents it is found that the licensee has not received any of the documents as envisaged in Regulation 45(1) of the Kerala Electricity supply Code 2014 as a proof of ownership. So the Forum is on the view that the connection should have been granted after complying the procedure for providing supply as per the relevant regulation of the Supply Code 2014.

DECISION

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

1. The licensee has to ascertain whether the aforesaid connection given to Mr.B.S Riyas is in accordance to the Regulation 45 of the Kerala Electricity Supply Code 2014,if not take corrective measures.
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/-	Sd/-	Sd/-
C .K.HARIKUMAR	SAJINA.T	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded

Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.43/2025-26/13 _____ Dated :08 /01/2026

Delivered to:

1. Sri. G.Asokan, Plot No.5, Subhash Nagar, Vallakkadavu.P.O., Trivandrum, PIN-695008, Mob.No.9447150441, 6238305104.
2. The Assistant Executive Engineer, Electrical Sub Division, Fort, Thiruvananthapuram.
3. The Assistant Engineer, Electrical Section, Fort, Thiruvananthapuram.

Copy to:-

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

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506
Web site: cgrf.kseb.in E- mail: Cgrf.ktra@kseb.in, Phone: 0474 - 2451300