

**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 07th January,2026

OP No.49/2025-26

Between

Petitioner: Sri. Deepu.T.Mathew
S/o Late.K.M. Thankachan
Kallukattil Deepu Bhavanam,
Koduman P.O., Koduman Village
Pathanamthitta.
PIN-691555.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner Sri Deepu.T, Mathew S/o of Late Thankachan.K.M, who was the registered consumer of Electrical Section Ezhamkulam bearing consumer number 1146112002231. The petitioner submits that the electricity connection was being used for running a sawmill,which has ceased to function after the demise of his father, Sri K.M. Thankachan and eventually the service connection was disconnected and dismantled. On 04/10/2025, he was served a Revenue Recovery notice for an amount of Rs.28,537/-to recover the amount due to the licensee .Aggrieved by the action of the licensee,the petitioner has approached the Licensee for a resolution in this matter. But no favorable action was taken by the licensee. So he seeks the forum for relief.

2. Version of the respondent

The service connection bearing Consumer No.1146112002231 existed under the area of Electrical Section Ezhamkulam which has registered in the name of Late Thankachan K.M,Deepu Bhavan kodumon P.O Pathanamthitta,under IVA tariff. The service connection were exclusively for running a sawmill unit. After the death of the registered consumer, the said unit was non-functional and the payment of regular electricity bill was defaulted. Despite the remittance of fixed charge by the petitioner for long time,the registered consumer had an unpaid arrear of R.s 31,345/- as on 10/09/2025.Subsequently the service connection was dismantled on 10/09/2025. Before proceeding to initiate Revenue Recovery actions to recover the amount due to the licensee,a Pre Revenue Recovery notice was served through registered post on 21/10/2025.The Licensee has also forwarded the requisition for revenue recovery to the Revenue department and the said dues are available on the RR portal.

The respondent argued that the amount of arrears due to the licensee is liable to be remitted and the petitioner is not entitled to receive any relief in this regard. Hence the respondent prays the Forum to consider the facts and dispose the case by issuing orders to petitioner for remitting the amount of arrears.

3 Analysis and Findings

The hearing of the case conducted on 13/01/2026.Both the petitioner and respondent were present on the hearing. On examining the petition, the counter statement of the respondent, the documents attached and arguments made during the hearing and considering all the facts and circumstances of the case, this forum comes to the following findings and conclusions leading to the decision thereof.

Maintainability of the complaint

The regulation 2 (6) of KSERC (CGRF and Ombudsman) Regulation-2023, describes who could be the complainant.

2 (6) “ Complainant” means any person who submits the complaint or grievance or representation as defined in these

regulations against the distribution licensee and include the following:-

(i) any consumer of electricity supplied by the licensee as defined under clause (15) of section 2 of the Act, including applicants for new connections: or

(ii) a voluntary electricity consumer association/forum or other body corporate or group of electricity consumers; or

(iii) the Central Government or state Government - who or which makes the complaint; or

(iv) in the case of death of a consumer, his legal heirs or representatives;

Here in this case the petitioner has no electric connection in the said property and he is not a legal heir of the registered consumer. Therefore he is not a complainant or consumer as per the above regulation and hence the the petition is not maintainable before the Forum.

DECISION

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

1. The petition is dismissed herewith.
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)

No: CGRF/KTR/OP No.49/2025-26/ 30

Dated : 07/02/2026

Delivered to:

- 1.Sri. Deepu.T.Mathew S/o Late.K.M. Thankachan, Kallukattil Deepu Bhavanam, Koduman P.O., Koduman Village Pathanamthitta.
2. The Assistant Executive Engineer, Electrical Sub Division, Ezhankulam
3. The Assistant Engineer, Electrical Section, Ezhankulam.

Copy to:-

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