

**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

Monday 16<sup>th</sup> February,2026

**OP No.54/2025-26**

Between

Petitioner: Smt. Saleena.M,  
Safa Manzil ,Tholikuzhy,  
Adayaman.P.O,  
PIN -695614

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Kilimanoor  
  
(2) The Assistant Engineer,  
Electrical Section, Attingal

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer under Electrical Section, Kilimanoor, bearing consumer number 1145357018295. An 11 KV line has been constructed from Anandamukku to Vattalila which passes in front of the property of the petitioner. The petitioner complaints that a post and a stay wire has been put on the middle of the property without her knowledge or consent. It causes hyndrance for the constructions acivities. She made complaints to higher authorities. But no action has been taken. So she prays the Forum to shift the post and stay at the expense of the licensee.

**2. Version of the respondent**

Under the jurisdiction of Electrical Section Kilimannoor an 11 KV line has been drawn from Anandamukku to Vattalila which passes in front of the property of the petitioner. A DP structure and an AB switch has been

installed long years back. As a part of RDSS work it was decided to draw ABC from the DP structure. So two earth pits and a stay wire constructed near the DP structure. Also a post and stay has been put in the property of the petitioner. Since the petitioner was not a resident near the property, it was not possible to obtain previous consent. Since this is a shifting work sanction from higher authority has to be obtained for doing the work at the expense of KSEBL. The Attingal Division Executive Engineer inspected the site and after preparing the estimate amounting to Rs.67956/- gave sanction to do the work. The respondent stated that the shifting work will be completed with in one month.

### **3 Analysis and Findings**

The hearing was conducted on 11/02/2026 .Both the petitioner and the respondent were present and heard the matter in detail. On going through the petition and other documents in the file the Forum viewed that the case is with regard to shifting of a pole and a stay wire from the middle of the property of Smt. Saleena.M. The petitioner contented that the pole and stay has been placed without her knowledge or consent. It is making much difficulties for the construction work in the property. The post and stay wire were placed due to RDSS work carried out in front of the property of the petitioner. On receiving the complaint the matter was taken up with higher authority. The respondent stated that sanction has been obtained for an estimate amount of Rs.67956/- from the Executive Engineer, Electrical Division Attingal to do the work at the risk and cost of the licensee. The work will be completed with in one month. The Forum accepted the argument of the respondent.

### **DECISION**

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

1. The respondent is directed to complete the shifting work with in two months positively from the date of receipt of this order ,by avoiding much inconvenience to the petitioner.
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.54/2025-26/ 44

Dated : 20/02/2026

Delivered to:

1. Smt. Saleena.M, Safa Manzil Tholikuzhy, Adayaman.P.O  
PIN -695614
2. The Assistant Executive Engineer, Electrical Sub Division, Kilimanoor.
3. The Assistant Engineer, Electrical Section, Attingal.

Copy to:-

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