

**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 23th February,2026

OP No.52/2025-26

Between

Petitioner: Smt. Bindhu.S
Sreenidhi, KERA.106 A
Nalanchira (P.O),
Thiruvananthapuram.

And

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

(2) The Assistant Engineer,
Electrical Section, Nalanchira

ORDER

1. Grievance of the petitioner

The petitioner Smt. Bindhu.S, KERA 106 A Nalanchira, Thiruvananthapuram is a consumer under Electrical Section, Nalanchira bearing consumer number 1145184031825. The complainant submitted an application to the Assistant Engineer, Electrical Section, Nalanchira for shifting the electric post inside her property which stands inconvenient to construct a compound wall around the petitioners property. The petitioner stated that they approach the licensee for shifting the post .Subsequently the officials inspected the site and issued the estimate statement. The petitioner has paid a fee of Rs.11552/- on 25/09/2025 to the KSEB Section Office Nalanchira as per the estimate issued by the licensee.

Inspite the payment, the electric post has not been replaced by the licensee and hence they approached the Forum. The licensee stated that there is some objection the surrounding property holders to shifting the post to the side of the road. The petitioner stated that the electric post was installed there to give connection to the previous owner in his own property. The previous owner sold his property by dividing the land as many plots. The petitioner stated that the electric post including property was purchased by her and she started to construct a new house in it. The electric line is very close to her newly constructing house. So she approached the licensee to shift the post to a convenient place. The petitioner stated that the road in front of her property is a private road to her property so consent from other land owners near by were not required. The petitioner approached the Forum for issuing an order to shift the post to a more convenient place.

2. Version of the respondent

The respondent has filed the statement of facts against the averments raised in the petition. According to the respondent, the petitioner Smt. Bindhu. S Sreenidhi, KERA 106 A, Nalanchira with consumer number 1145184031825. The respondent stated that Smt. Bindhu.S was submitted an application on 11/09/2025 for shifting LT pole bearing No.BN 33/9 comes under Electrical Section, Nalanchira. The pole requested to be shifted is installed with a street light in a spacer approximately 2.5 M width between two houses under the possession of the complainant. At present after installing a gate the said post was seen inside the complainants compound. The respondent stated that the complainants request is to shift the post outside. The Sub Engineer inspected the site and issued an estimate for Rs.11552/-. The petitioner remitted the said amount on 25/09/2025. The respondent stated that while attempting to shift the post on 6/10/2025, members of the nearby Resident's Association raised an objection stating that the pole is situated on a pathway and the same was enclosed by the complainant by installing a gate. The association

members argued that the post cannot be shifted outside and accordingly the work was not carried out. The respondent also stated that the stop memo issued by the corporation authority to the complainant restraining construction of the compound wall was also submitted by the association members. As the dispute is still pending, the work has not been carried out

3 Analysis and Findings

The Forum afforded an opportunity to hear the petitioner and respondent on 11/02/2026 Both the petitioner & respondent were present. Having examined the petition and other documents in the file the Forum viewed that the case is in connection with the dispute on shifting of a Electric pole outside the compound wall. During hearing the petitioner stated that the electric post was installed there to give connection to the previous owner Forum viewed that the previous owner sold his property by dividing the land as many plots and the electric post including property was purchased by the petitioner. The respondent stated that while attempting to shift the pole on 6/10/2025 the nearby resident's association raised an objection stating that the pole is situated on a pathway. Forum viewed that the electric post shifting in a more convenient place inside his property should solve the problem. The work of shifting shall be conducted causing least inconvenience to the petitioner.

DECISION

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

1. The Electric post shall be shifted within the property making least 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.52/2025-26/47 _____ Dated :03/03/2026

Delivered to:

1. Smt. Bindhu.S, Sreenidhi, KERA.106 A Nalanchira (P.O),
Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division,
Kesavadasapuram.
3. The Assistant Engineer, Electrical Section, Nalanchira.

Copy to:-

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