

STATE ELECTRICITY OMBUDSMAN

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APPEAL PETITION NO. P/218/2012.

(Present: T.P. Vivekanandan)

Appellant	: Muralidharan C. S/o Devayani Amma, Devi Nivas, Vellikunnu P.O., Kadalundy –Pin: 673314.
Respondent	: The Assistant Executive Engineer, Electrical Sub Division, KSEB, Parappanaagadi, Malappuram.

ORDER.

Background of the Case: -

The appellant had submitted application before the Assistant Engineer, Electrical Section, Vallikunnu, Malappuam, for an electric connection on 3.12.2010. He remitted the application fee of Rs.50/- on 3.12.2010 and also paid Rs.2000/- as cash deposit and Rs.26000/- as OYEC charges on 7.12.10. But the respondent failed to give the service connection in time. Aggrieved by this, the appellant approached the CGRF (North), Kozhikode, with his petition dated 3.2.2011. Mean while the service connection was effected on 10.2.2011. The CGRF after hearing both sides, disposed of the petition as no intentional delay or any lapse was found occurred on the part of the respondent and the Electric connection was seen effected immediately after receiving the posts from the neighboring Circle office. The appellant thereafter filed this Appeal Petition before this Authority seeking compensation for the delay in effecting the electric connection.

The main argument of the appellant is that as per the standard of performance prescribed, the respondent has the responsibility to give electric connection to a new applicant within specified days of registration and remittance of fees. He argues that there was delay on the respondent's side in effecting the supply. But the CGRF has not considered the request for compensation.

Arguments of the respondent: -

The Petitioner has registered for a service connection on 7.12.2010 after completing all office formalities. The service connection was effected on 10.02.2011. There was acute shortage of electric Posts during that time and this matter was already intimated the applicant during the initial time itself. This fact has been agreed by the appellant before the CGRF.

The respondent has stated that for giving the electric supply, it needed the requirement of L T Posts, which was scarce at that time. Local enquiries were made with nearby Circle offices and after approaching higher authorities, it was finally possible to divert and get a few posts allotted

to another work from near by Circle Office, using which the service connection was arranged without much delay i.e. with in two months. According to him, the delay to effect the connection was caused due to the scarcity of LT Electric posts and there was no intentional delay or lapse from them. Further no connection was given to anyone by overlooking the appellant's priority.

Findings and decision : -

The Hearing of the Case was conducted at the KSEB IB, Kozhikode, on 23.02. 2012. The respondent side was represented by Sri Madhusoodanan T, Assistant Engineer in charge, Electrical Sub division, Parappanagadi. The appellant was absent for the hearing. The respondent has stated on enquiry that since the grievance of the appellant has been redressed, there is chance that the appellant may withdraw the Appeal Petition. Hence a 2nd notice was sent to the appellant on 18.6.2012 requesting to intimate whether he prefer to continue with the case or withdrawing the Appeal Petition. The appellant this time also did not respond to this notice and it is presumed that he is not interested in further pursuing the Appeal Petition.

The Service connection was seen effected to the appellant almost with in a period of two months. On perusing the records, no intentional delay or purposeful dereliction of duty is seen committed from the respondent's side. The appellant was also found not pursuing the case nor intimated this Authority anything even after giving due notices. Hence it is assumed that he has no further grievances to be redressed. For the above reasons, the CGRF order OP No 78/2010-11 dated 10th March, 2011, is upheld. The Appeal Petition filed by the complainant is dismissed and is ordered accordingly. No order on costs.

Dated the 21st of August, 2012.

Electricity Ombudsman.

Ref No: P/ 218/2012/ _____ Dated

Forwarded to: -

- 1). Muralidharan C,
S/o Devayani Amma, Devi Nivas, Vellikunnu P.O.
Kadalundy –Pin: 673314.
- 2). The Assistant Executive Engineer,
Electrical Sub Division, KSEB,
Parappanaagadi, Malappuram.

Copy to:

- (1). The Secretary, Kerala state Electricity Regulatory Commission,
KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
- (2). The Secretary, KSEBoard,
Vydyuthi bhavanam, Pattom, Thiruvananthapuram-4
- (3). The Chairperson, Consumer Grievance Redressal Forum,
KSEBoard, Vudyuthibhavanam, Gandhi Road, Kozhikode.