

THE STATE ELECTRICITY OMBUDSMAN

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Appeal Petition No. P/066/2025 (Present A. Chandrakumaran Nair) Dated: 31-12-2025

Appellant : Sri.Lawrence.L
Kattuvila, Padappakara P.O,
Perayam, Kollam dt - 691503

Respondent : The Assistant Executive Engineer,
Electrical Sub Division, KSE Board Ltd,
Kundara, Kollam (dt)

ORDER

Background of the case

The appellant Shri. Lawrence.L is a resident of Kattuvila, Padappakkara, Perayam Village, Kollam and is a consumer under the Kundara, Electrical Section of the Licensee, KSEBL. The grievance of the appellant is regarding an 11kV power line existing in his land which was slanting towards his house. The appellant states that this line is a dead line for five years and was not properly maintained by the Licensee. The main concern is the it is a safety risk due to the slanting of unused post & line. The petitioner had requested the Licensee to remove the unused line but the same is not been materialized. This unused line is maintained there to have a back feeding arrangement towards padappakkara area. If this line is dismantled the back feeding arrangement to 6 transformers could be affected which will lead to the powers supply problems for around 3000 consumers. The appellant has filed the petition to CGRF Southern Zone which numbered as OP/28/2025-26. The CGRF had completed the procedural formalities and issued order on 24/09/2025. Aggrieved with the decision of CGRF, this appeal petition is filed to this Authority.

Arguments of the Appellant

The Petitioner's grievance concerned an 11 kV power line situated in his land, which was slanting towards his house. The Petitioner contended that this line, which passes through his property, had been a "dead line" for five years and was not maintained by the Kerala State Electricity Board (KSEB). The primary concern raised by the Petitioner was the significant safety risk posed by the slanting and unused posts/line. The Petitioner had requested the KSEB to remove the unused electric posts and line and also to maintain the slanting post urgently considering the safety aspects.

A hearing was conducted by the Consumer Grievance Redressal Forum (CGRF), Southern Region, Kottarakkara, on 18/09/2025. The Respondent (KSEB) submitted that a natural calamity had occurred near the Petitioner's premises, which resulted in several posts being damaged. The Respondent further stated that while rectifying the natural calamity, the complaint of the Petitioner was also rectified. The Forum viewed the case as regarding an 11 kV slanting post towards the house of Sri. Lawrence. The Forum referred to Regulation 96(4) of the Kerala Electricity Supply Code, 2014 (Dismantling and removal of electric line or electrical plant which are not in use), which mandates the licensee (KSEB) to delegate necessary powers to officers to execute work for dismantling and removal of electrical line or plant which is not in use, to avoid consequential electrical accidents. The Petitioner also informed the Forum during the process that his grievance had been redressed. The Forum admitted this confirmation.

Since the grievance of the Petitioner had been redressed, the Forum decided to close the petition and disposed of the case. The Respondent was directed to take necessary steps for the decommissioning of the line if it is not maintaining in future after observing all formalities.

Despite the Respondent's claim and the subsequent closure of the CGRF petition, the core safety issue of the 11 kV line passing through the Petitioner's property remains a critical concern. The CGRF order, while noting the grievance was 'redressed' and issuing a future-looking direction for decommissioning if not maintaining in future, does not explicitly confirm the permanent removal or decommissioning of the unused/dead 11 kV line and posts. The vague statement by the Respondent that the complaint was "also rectified" during rectification of natural calamity damage does not provide a guarantee of safety or compliance with Regulation 96(4).

The Petitioner seeks a clear and unambiguous ORDER from the Respected Electricity Ombudsman directing the immediate and complete removal and permanent decommissioning of the unused/dead 11 kV line and associated posts passing through his property to eliminate the long-standing safety hazard as per the spirit of Regulation 96 of the Supply Code as the said 11

kv line is not in use for over 5 year and the said line is causing trouble for over 20 houses through which it is passing overhead and mine itself in which I am not getting a Non objection certificate for building second storey for my house because of the 11 kv line passing through and the licensee KSEB is also suffering as they has to spent huge amount of money for maintenance of a dead line for over 5 year.

The Petitioner prays to the Electricity Ombudsman of Kerala to admit this Statement of Fact/Narration of Case. Review the CGRF Order (OP No. 28/2025-26) in light of the continued safety concerns. Issue a definitive Order directing the respondents to immediately remove and permanently decommission the unused/dead 11kV line and posts passing through the petitioner's property (Consumer no. 1145813009487) as per Regulation 96(4) of the Kerala Electricity Supply Code, 2014. Grant any other relief the Ombudsman deems fit in the interest of justice and public safety as honourable yourself can personally visit the said site for verification, as the hardship born by many people because of the said 11 kV line could be solved for good.

Arguments of the Respondent

ഹർജിക്കാരൻ തന്റെ പുരയിടത്തിൽ സ്ഥാപിച്ചിട്ടുള്ള 11 കെ വി പോസ്റ്റ് വളരെയധികം ചരിഞ്ഞ അവസ്ഥയിലാണെന്നും, കൂടാതെ ടി 11 കെ വി ലൈൻ 5 വർഷമായി ഉപയോഗ ശൂന്യമാണെന്നും അപകട സാധ്യതയുള്ളതിനാൽ ഈ ചരിഞ്ഞ പോസ്റ്റ് മാറ്റി സ്ഥാപിക്കുവാനും, ഉപയോഗ ശൂന്യമായ ലൈൻ മാറ്റാനും ആവശ്യമായ നടപടികൾ സ്വീകരിക്കണമെന്ന് കൂണ്ടറ ഇലക്ട്രിക്കൽ സെക്ഷൻ ഓഫീസിലും ബഹുമാനപ്പെട്ട ചെയർമാൻ, CGRF കൊട്ടാരക്കരയ്ക്കും പരാതി നൽകിയിരുന്നു. അതിനെ തുടർന്ന് അപകടകരമായി ചരിഞ്ഞു നിന്ന 11 കെ വി പോസ്റ്റ് നിവർത്തി അപകടം ഒഴിവാക്കുകയും ചെയ്തു. ടി വിവരം ഹർജിക്കാരൻ 02.07.2025 ൽ ബഹുമാനപ്പെട്ട ചെയർമാൻ, CGRF കൊട്ടാരക്കരയ്ക്ക് മുൻപാകെ ടി വിഷയത്തിൽ തനിക്ക് തൃപ്തകരമായ ഒരു പരിഹാരം ലഭിച്ചുവെന്നും അതിനാൽ ഈ പരാതിയുമായി മുൻപോട്ട് പോകാൻ താൻ ആഗ്രഹിക്കുന്നില്ല എന്നും രേഖാമൂലം അറിയിച്ചിട്ടുണ്ട്. ബഹുമാനപ്പെട്ട CGRF ചെയർമാൻ, 18.09.2025 ൽ വിചാരണ നടത്തുകയും ഹർജിക്കാരൻ പങ്കെടുക്കാതിരിക്കുകയും ടിയാൻ സമർപ്പിച്ച മറുപടി, ഫോറം പരിഗണിച്ച് 24.09.2025 ൽ 5 ഹർജി ഡിസ്പോസ് ചെയ്ത് ഉത്തരവ് ഉണ്ടായിട്ടുള്ളതാണ്. ഈ ഉത്തരവിൽ ഹർജിയിൽ പരാമർശിച്ചിട്ടുള്ള 11 കെ വി ലൈൻ ഭാവിയിൽ

ഉപയോഗശൂന്യമാണെങ്കിൽ അത് ഒഴിവാക്കാനുള്ള നടപടി സ്വീകരിക്കണമെന്ന് നിർദ്ദേശിച്ചിട്ടുണ്ട്.

ഹർജിക്കാരന്റെ സ്ഥലമായ പേരയം പഞ്ചായത്തിലുള്ള പടപ്പക്കര എന്ന ഭാഗത്തേക്ക് വൈദ്യുതി ലഭ്യമാകുന്നത് 220 കെ വി കുണ്ടറ സബ്സ്റ്റേഷനിൽ നിന്നുമുള്ള 11 കെ വി കല്ലട ഫീഡർ ആണ്. മൂന്നുവശവും കായലാൽ ചുറ്റപ്പെട്ട പടപ്പക്കര എന്ന പ്രദേശത്തേക്ക് വൈദ്യുതി ലഭ്യമാകുന്നത് നിലവിൽ ഈ ഫീഡറിൽ കൂടെ മാത്രമേ സാധ്യമാകുകയുള്ളൂ. കുണ്ടറ സബ്സ്റ്റേഷനിൽ നിന്നും പടപ്പക്കരയിലേയ്ക്ക് മെയിൻ റോഡിലൂടെ പോകുന്ന ടി ഫീഡർ പാവട്ടുമൂല കുരിശടി ഭാഗത്ത് പുൽച്ചാണി ട്രാൻസ്ഫോർമാർ പോയിന്റിൽ നിന്നും ഒരു ശാഖയായി ടി ഹർജിക്കാരന്റെയും മറ്റു പുരയിടങ്ങളിൽ കൂടിയും ഏകദേശം 4Km ഓളം ദൂരം കടന്ന് മെയിൻ റോഡിൽ തന്നെ പടപ്പക്കര പള്ളിയുടെ സമീപം മെയിൻ ലൈനിൽ വന്നു ചേരുന്നു.

പടപ്പക്കര ഭാഗം വൈദ്യുതീകരിച്ചത് ഈ ശാഖയിൽ കൂടിയിരിക്കുന്നു. മെയിൻ റോഡിലൂടെ പുതിയ എച്ച് ടി ലൈൻ വലിച്ചതിനുശേഷം ടി ലൈനാണ് പടപ്പക്കരയിലോട്ട് ബാക്ക്ഫീഡ് സംവിധാനത്തിൽ ഉപയോഗിച്ചുവരുന്നത്. ടി ലൈൻ ഒഴിവാക്കുന്ന പക്ഷം പടപ്പക്കര ഭാഗത്തുള്ള 6 ട്രാൻസ്ഫോർമറുകളിലേക്കുള്ള വൈദ്യുതിബന്ധം ബാക്ക് ഫീഡ് ചെയ്യാനുള്ള സംവിധാനം ഇല്ലാതാകും. ഇത് ഏകദേശം 3000 തോളം ഉപഭോക്താക്കളെ സാരമായി ബാധിക്കുന്ന വിഷയമാണ്. ആയതിനാൽ ഹർജിക്കാരൻ ആവശ്യപ്പെട്ട പ്രകാരം ടി 11 കെ വി ലൈൻ ഒഴിവാക്കാൻ പറ്റാത്ത സാഹചര്യം ആണ് എന്ന വിവരം ബഹുമാനപ്പെട്ട ഓംബുഡ്സ്മാൻ സമക്ഷം അറിയിക്കുന്നു.

Counter Argument of the Appellant

The Complainant is the absolute owner and occupier of the property situated at kattuvila,padappakara po, perayam village, kollam,kerala. An overhead 11 kV electricity line, previously feeded till year 2010 and now KSEB is saying it is a backup feeder for padappakara region when a complaint is lodged with the respected ombudsman, passes over/through the Complainant's property. The Complainant submits that this particular 11 kV line has been rendered defunct, redundant and not used for over 10 years by the Respondent (KSEBL) since year 2010 following the commissioning of a new 11 KV line through the roadside itself of

padappakara region for removing the hardship of owners of houses through which the 11 kv line passes overhead through them for over 4 km in which 20 houses were in danger of this overhead 11 kv line which was achieved after submitting several representations to MLA and respected the then Kerala Electricity minister. Despite the line being permanently unused and dead, the physical structure (poles, conductors, insulators, and other apparatus) remains standing on the property, constituting a grave safety hazard, an obstruction to the lawful use of the land, and an eyesore. Multiple representations have been made to the local KSEB Section Office requesting the removal and dismantling of the defunct apparatus, but no action has been taken, compelling the Complainant to seek remedy before the Hon'ble Ombudsman.

The non-removal of the unused 11 kV line passing constitutes a severe lapse in the Respondent's statutory duty on the following grounds:

A defunct high-voltage line, even if de-energized, poses an inherent danger. The conductors are susceptible to structural weakness, corrosion, snapping due to weather conditions, or accidental re-energisation. The dilapidated condition of the line and its supporting infrastructure directly endangers human life, livestock, and property. It is due to this that a complaint was lodged with the CGRF kottarakara, for a post hanging toward my house.

The defunct line obstructs the Complainant from carrying out essential activities, including construction, vertical expansion, or agricultural operations on their property. The continued existence of KSEB's apparatus, despite being redundant, amounts to an unnecessary encumbrance on private property. This problem is faced by over 20 houses of 4 km stretch through which the line passes for which I am representing their hardship through this complaint. The Complainant has suffered undue delay and administrative run-around from the local KSEB office, requiring repeated visits and correspondence, resulting in financial expenditure and mental agony.

The most crucial provision for this matter is Regulation 75, which governs the handling of unused lines:

Central Electricity Authority (Measures relating to Safety and Electric Supply) Regulation 2010 Regulation 75: Unused Overhead Lines

This regulation mandates that where an overhead line ceases to be used for the supply of electricity, the owner (KSEBL) shall either dismantle the line or remove the conductors.

Argument: The line is unused/defunct. KSEBL is legally bound to dismantle the entire apparatus or at least remove the hazardous 11 kV conductors immediately. The continued presence of the conductors is a clear violation of this safety regulation.

Further, general safety duties are violated:

Regulation 12: General safety requirements

Requires all electric supply lines and apparatus to be of "sufficient mechanical strength and properly constructed, installed, protected, operated and maintained to ensure safety of human beings, animals and property."

Argument: A defunct, un-maintained line is mechanically unsound and inherently unsafe, failing the test of proper maintenance required under this regulation.

Kerala Electricity Supply Code, 2014 Regulation 27: Obligation to maintain distribution system

Sub-Regulation (1) mandates the distribution licensee to "develop and maintain an efficient, co-ordinated and economical distribution system in its area of supply."

Argument: The maintenance of a defunct, unused 11 kV line is neither efficient nor economical. Furthermore, allowing defunct and hazardous structures to persist on private land contradicts the goal of maintaining a coordinated and safe system.

Regulation 95 (Shifting of Electric Lines) and its amendments establish that the licensee must address line obstructions, especially when the line affects the genuine interests of the property owner. The removal of a defunct line presents a far stronger case than the shifting of a live line, as it involves no technical necessity for supply.

In light of the facts and the clear violation of the statutory provisions, the Complainant humbly prays to the Hon'ble Electricity Ombudsman to pass an order directing the Respondent, KSEBL. Immediately and unconditionally dismantle and remove the entire defunct 11 kV overhead line apparatus, including the poles, conductors, and supporting equipment, from the Complainant's property. Honorable ombudsman can officially visit the said place for verification for approving the above mentioned facts for clearance. The licensee is trying to create false narration of the facts that the unused 11 kv line is used as a backup feeder for a region that is surrounded 3 side by river but the truth is that the 11 kv line is not charged for over 10 years for passing electricity and the surrounding regions of padappakara is also 3 side surrounded by rivers like East Kallada, Munrothuruthu which doesn't have a backup feeder. These all facts can be checked only through direct verification of records and site visit. In the reply statement of the KSEB they are claiming that over 3000 families would be affected as it is the backup feeder for 6 transformers in padappakara area which is also false. There are less than 1500 families in the entire area of padappakara and they haven't used this backup feeder for 6 transformers for over 10 years and wouldn't be needed in future also as because the live 11 kv line which is currently in use is sufficient enough as it is the method used in similar regions by the

licensee KSEB. The licensee could spare our personal land and property for transmission of electricity as there are numerous options available before them for transmission which could only be achieved if appropriate instructions be ordered from the Honorable ombudsman.

Analysis and findings

The hearing of the appeal petition was conducted on 12/12/2025 at 11:30 am in the KSEB IB, Paruthippara, TVM. The hearing was attended by the appellant Sri. Lawrence.L and the respondent Sri. Suja Mony.R, Asst. Executive Engineer, Electrical Sub Division, KSE Board Ltd., Kundara, Kollam (DT).

The appellant's main contention is about an unused 11 kV line. One 11 kV line which was installed long back as a cross country line was providing power supply to the padappakkara area where the appellant's residence is situated. The appellant is a consumer of the Licensee with consumer no.1145813009487 under their Electrical Section, Kundra. The electricity to the padappakkara area under the Perayam Panchayath is fed from 220 kV, Kundra substation through the 11 kV line passing through the main road, this cross country line of around 4 KM is used for back feeding arrangement.

The main contention of the appellant is that this unused 11 kV line and post is slanted to his house and which is posing life threat to himself and family members. The main requirement of the appellant is to dismantle and remove this unused line as this is a safety hazard forever for him. The respondent stated that the slanted post has erected properly which will not slant in future towards the house. The respondent also stated that, eventhough the line is unused, this is using for back feeding arrangement in case of fault in the main line. This line is used for the backfeeding arrangement for 6 transformers which is connected to around 3000 consumers. As this area is surrounded by water bodies in three sides, there is no other arrangement to have a backfeeding arrangement. Further to the above the AEE mentioned that, this backfeeding arrangement is used once three months due to the failure in mainline during the natural calamities.

The regulation 4 of the Kerala Electricity Supply Code 2014, spells about the duty of Licensee to develop and maintain the distribution system.

4. Duty to develop, maintain and extend the distribution system.-

(1) The distribution licensee shall develop and maintain an efficient, coordinated and economical system in his area of supply.

(2) The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

(3) The licensee shall ensure that all electricity supply lines and equipment that are belonging to the licensee or under its control in the premises of the consumer, are in a safe condition and are fit in all respects for supplying energy and further the licensee

shall take adequate precaution to avoid danger that may arise in such premises from such supply lines and equipment.

Then the regulation 96 of the Supply Code 2014 describes about the dismantling and removal of electric line which are not in use.

96. Dismantling and removal of electric line or electrical plant which are not in use.-

(1) The licensee shall dismantle and remove electric line or electrical plant constructed over, under, along, across, in or upon any land if the said electric line or electrical plant is not in use continuously for a period of one year or more.

(2) Such electric line or electrical plant shall be dismantled and removed by the officer in charge of the local office of the licensee within a period of three months from the date of completion of one year as mentioned in sub regulation (1).

(3) If the licensee has constructed alternate overhead electric line or underground cable or electrical plant to replace any existing electric line or electrical plant, such existing electric line or electrical plant which has consequently become redundant shall be removed by the officer in charge of the local office of the licensee within a period of three months from the date of commissioning of such alternate overhead electric line or underground cable or electrical plant.

(4) The licensee shall delegate necessary powers to the officers in charge of the local office to execute as per this regulation, the work relating to dismantling and removal of electric line or electrical plant which are not in use, with a view to avoiding consequent electrical accidents which may arise out of such unattended and unmaintained electric line or electrical plant.

This clearly states that the unused lines are to be removed to avoid electrical accidents. Here the demand of the Licensee is that this line is to be maintained to have a backfeeding arrangement during the failure in the mainline. Then it is the utmost responsibility of the Licensee to maintain this line very well and to see that this will not pose any safety hazard.

The appellant has stated during the hearing that if 700m of OH line is removed or diverted this problem could be resolved. AEE has been instructed to inspect the site and submit a report. Accordingly the respondent along with AE, and Sub Engineer had inspected the site and submitted the report stating if this 700m reach is dismantled and removed the backfeeding arrangement will be totally defeated. This line is to be maintained as such to have backfeeding arrangement. Also it is not feasible to reroute or divert. Another suggestion made by the appellant is to replace the OH line for a reach of 125 m to underground cable, then also his safety risk could be resolved. Then this work could be executed by meeting the cost by the appellant. Any consent is to be obtained for the laying of UG cable, then same also is to be obtained by the appellant. The regulation 95 of the Supply Code 2014 states about procedure for shifting the line as per the request of the consumer.

95. Procedure for shifting electric line or electrical plant of the licensee.-

(1) *The owner of the land or his successor in interest who has given right of way for the construction of an existing electric line or electrical plant over, under, along, across, in or upon the said land, may apply for shifting the electric line or electrical plant to any other portion of his land for genuine purposes.*

(2) *The application for shifting the electric line or electrical plant shall be submitted in the local office of the licensee*

(3) *On receipt of the application the licensee shall inspect the site and assess the technical feasibility of the proposed shifting.*

(4) *The application for shifting an electric line or electrical plant shall be granted only if:-*

(a) *the proposed shifting is technically feasible; and*

(b) *the owner of the land or his successor in interest gives consent in writing to shift the electric line or electrical plant to any other portion of his land or to any other land owned by him; or any alternate right of way along any public path way available for shifting the electric line and the electrical plant; and*

(c) *1[the applicant shall remit the labour charges and material charges required for shifting the electric line or electric plant as estimated by the licensee as per the cost data approved by the Commission from time to time in accordance with the Regulation 33 of the Kerala Electricity Supply Code, 2014].*

(5) *The licensee shall shift the electric line or electrical plant if the conditions specified in sub regulation (4) are complied with by the applicant.*

If the appellant want this proposal of converting the OH line to underground cable, the appellant has to comply with the above regulation.

Decision

On verifying the documents submitted and hearing both the petitioner and respondent and also from the analysis as mentioned above, the following decision are hereby taken.

1. The post and stay which is posing threat to the appellant is to fixed in concrete muffing at the cost of Licensee to avoid further slanting/falling.
2. As this unused line is to be retain as such to have backfeeding arrangement, the licensee has to maintain the line properly such as line patrolling, touching removal, strengthening the post & stay etc.
3. If the appellant request for converting the OH line to UG cable for a length of 125m as suggested by him, the same shall be executed by the licensee in compliance to regulation 95 of the Supply Code 2014.

4. Whenever the modernization of distribution system will be implemented by the licensee in future, this line also is to be considered either by rerouting or converting to ABC or So. Then this line and posts are to be dismantled and removed.
5. No other costs ordered.

ELECTRICITY OMBUDSMAN

No. P/066/2025/_____ dated: 31/12/2025.

Delivered to:

1. Sri.Lawrence.L, Kattuvila, Padappakara P.O, Perayam, Kollam dt - 691503.
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Kundra, Kollam (dt)

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthi bhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydhyuthibhavanam, KSEBL, Kottarakkara - 691506