

THE STATE ELECTRICITY OMBUDSMAN

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**Appeal Petition No. P/011/2026
(Present A. Chandrakumaran Nair)
Dated: 12-05-2026**

Appellant : Sri. Gopi.T.N
Aiswarya, Planthadathil,
South Paravoor,
Ernakulam (dt) - 682301

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

ORDER

Background of the case

The appellant Shri. Gopi.T.N is a domestic consumer of the Licensee, KSEBL bearing consumer no.1155493010958 under their Electrical Section, Udayamperoor. The connected load of this connection is 2.16 KW under the tariff LT 1 A. The appellant had applied for a new connection to the upstairs of his house under the domestic tariff. The appellant is residing in the ground floor and having a staircase inside the house to the upstairs. The first floor is having two bedroom, a hall, visiting room and a balcony. There is a staircase from outside also. The Licensee has denied the second connection to the upstairs in domestic tariff stating that the first floor is not seem to be constructed as a separate dwelling. The Licensee directed the appellant to close the internal staircase to maintain the functional independency of the first floor. The appellant is not ready to close the internal stair and demand second connection in the existing situation. The appellant had filed the petition to CGRF which numbered as OP/76/2025-26. The CGRF had issued order dtd 23/01/2026 on completing the procedural formalities. Aggrieved with the decision of the CGRF, this appeal petition is filed to this Authority.

Arguments of the Appellant

I may be permitted to submit the following facts for your kind consideration and favourable orders. Sir, I am residing at Aiswarya 7/580 (9/580 now), Planthadathil, South Paravoor, Ernakulam and having seventy three years old. I had put in an application during January 2024 to the Assistant Engineer KSEB Udayampeeroor for getting Electric connection for the newly constructed upstairs of my house no 7/580 A (now 9/580 A). After the inspection of the Overseer and the Assistant Engineer, both of them had told me that electric connection can be given only after closing the door which connects the ground floor and the first floor permanently. Then Right to Information act used and obtained board order dtd. 24-02-2010 of guidelines for effecting service connection. After obtaining the order I had submitted an application to the Assitant Executive Engineer KSEB Tripunithura. He had also refused my request. Then a complaint had been filed to the District Collector. But no orders had been obtained from the District Collector. On 24-11-2025 I have filed a petition to the Consumer Grievance Redressal Forum, Kalamassery seeking Justice. A hearing has been conducted on 07-01-2026 at CGRF Office, Kalamassery. After the hearing dated 07-01-2026 of both respondent and me, and perusal of all the relevant records submitted by me, orders have been issued by the Chairperson, CGRF, Kalamassery. The orders dated 23rd January 2026, the third para of the analysis and findings, the Chairperson, CGRF has admitted that my claim is genuine and legitimate. Even though the Chairperson, CGRF has convinced that the claim is genuine, by reading the board order BO(FB) (Genl) No. 510/2010 (DPC 11/AE/T&C of supply 2/2009) dated Thiruvananthapuram, 24-02-2010 and the hearing conducted on 07-01-2026, the orders issued by the Chairperson has containing certain illegal matters, even though it is not mandatory or necessary.

In the orders of Chairperson, CGRF the following orders are issued.

- ✧ The licensee shall grant a separate LT-1A domestic electricity service connection to the first floor of the complainant's residential building subject to compliance with statutory formalities.
- ✧ The complainant shall ensure that the internal staircase access between the ground floor and first floor remains closed and secured, so as to maintain the functional independence of the dwelling units.
- ✧ The Licensee is at liberty to verify compliance at the time of effecting the connection and during subsequent inspections.

In these circumstances, I am compelled to say certain matters in this regard. The Board Order dated 24-02-2010 does not demands the order no 2&3 of the Chairperson CGRF. The board order have not mentioned even a single

word relating to the inside staircase or the connecting door. I have been remitting building tax for the period from 2023-24 to 2025-26. Moreover I have fulfilled all the requirements of the Board Order dated 24-02-2010 of the KSEB by providing separate outside staircase, separate wiring for the upstairs and even a kitchen has also provided. By refusing my request for getting domestic connection for the upstairs of my House, the KSEB authorities have done dereliction on duty and negligence.

In these circumstances, I humbly request that early action may kindly be taken to issue service connection to the upstairs of my house. Also request to quash the order no 2&3 of the chairperson CGRF since the board order does not demands and also it is not mandatory.

Arguments of the Respondent

The electric connection bearing consumer number 1155493010958 under Electrical Section Udayamperoor has been given to Sri. Sri.Gopi T.N, Aiswarya, South Paravoor, Ernakulam as per Orumanet records under LT 1A single phase connection with a sanctioned load of 2160watts.

The petitioner has submitted application for availing electric connection to the upstairs of his house under domestic tariff. The petitioner and his family is residing 02/03 in the ground floor and the staircase inside the house connects the two floors (Where the new connection required). 1" floor have two bedrooms, a hall, visiting room, a balcony and an entrance staircase. An AC of Iton is installed at both rooms. But no one is residing at the 1" floor and seems to be the part of ground floor. The complainant stated that the two upper rooms were for use by his children who were abroad when they came.

By giving two electric connection for same purpose means KSEBL will incur losses in electricity charges as the usage of the electricity connection will be divided into two meters. The complainant has been informed that the application will be considered if the two floors are separated and used as separate living spaces.

Then the petitioner approached before Hon'ble CGRF Ernakulam. The forum passed an order dated 23.01.2026 stating that

- ✧ The licensee shall grant a separate LT-1A domestic electricity service connection to the first floor of the complainant's residential building, subject to compliance with statutory formalities.
- ✧ The complainant shall ensure that the internal staircase access between the ground floor and first floor remains closed and secured, so as to maintain the functional independence of the dwelling units.

- ✧ The licensee is at liberty to verify compliance at the time of effecting the connection and during subsequent inspections.”

Being aggrieved by the Hon'ble CGRF order, the petitioner approached Hon'ble Ombudsman. Considering the above facts, I may request this Honourable forum to accept the contentions raised through this statement of facts and dismiss the above complaint with cost to the respondents.

Counter Argument of the Appellant

The Respondent has failed to place the complete and correct facts before this Hon'ble Ombudsman and has attempted to mislead the authority by presenting incomplete and inaccurate statements while suppressing material facts relevant to the case. It is admitted that an electricity connection bearing the consumer no. 1155493010958 under the Electrical Section, Udayamperoor, was granted to the Complainant for the ground floor dwelling unit of his residential building bearing House No. 7/580 (New House No.- 9/580) situated at Udayamperoor Panchayat. It is true that the Complainant submitted an application for a separate electricity connection for the first floor of the said building under the domestic tariff. However, the Respondent has deliberately suppressed the material fact that the said upstairs or the first floor is a separate dwelling unit of the Complainant's house with House No. 7/580A (New House No.- 9/580A) situated at Udayamperoor Panchayat.

The Complainant resides alone in the ground floor dwelling unit. Earlier, the Complainant's family consisted of his wife and two children. Unfortunately, his wife passed away on 03-09-2024, and his youngest son also passed away on 18-05-2025, while his elder son is settled abroad. While constructing the first floor, the Complainant had a clear intention of renting out the same, for which reason, the first floor was built as a fully independent residential unit consisting of two bedrooms, a kitchen, dining hall, living room, balcony, entrance passage and an independent external staircase. Further, the electrical wiring for the ground floor and first floors has been permanently isolated, ensuring that both floors are electrically independent with no shared circuits. The Complainant has also ensured compliance with all applicable safety regulations, thereby complying with the orders of the Hon'ble CGRF.

It is true that ACs of Iton were installed in both rooms on the first floor and that currently no one is residing on the first floor. These ACs were installed earlier when the Complainant's family was residing together in the house. Since the Complainant is now residing alone on the ground floor and as the building was separated into two distinct dwelling units, the first floor now remains vacant pending the grant of a separate electricity connection from

the Respondent. Though the building is a two-storied structure, the Complainant, being alone, presently consumes only a minimum amount of electricity, which is evident from the electricity bill dated 10.02.2026, amounting to Rs 607/- for two months (Copy enclosed). The Udayamperoor Panchayat has also assigned a separate house number to the first floor, thereby recognizing it as a separate residential unit. Therefore, the said rooms on the first floor cannot be treated as part of the ground floor!

The contention of the Respondent that granting two electricity connections for the same premises would result in financial loss to KSEBL, on the ground that electricity consumption would be divided between two meters, is misconceived and unsustainable. In the event of separate connections being granted, electricity charges would be levied strictly based on the respective consumption recorded in each meter. Further, the Board would also be entitled to collect separate fixed charges, meter rent, security deposit and other applicable charges in respect of each connection. Therefore, the apprehension expressed by the Respondent regarding financial loss is without any factual or legal basis. Being a public utility service provider and the sole electricity distribution authority in the State, the Respondent is duty-bound to provide electricity service to eligible consumers in accordance with the applicable rules and regulations, rather than deny such service on unfounded grounds.

The Complainant had already informed the Respondent regarding his compliance with the order of the Hon'ble CGRF, Ernakulam, that the internal staircase access between the ground floor and the first floor can be closed and secured in order to maintain the functional independence of both the dwelling units by locking the door from both sides once the first floor is rented out. Further, an external staircase has also been provided to ensure independent access to the first floor. Even after the Complainant complied with the statutory formalities, the Respondent has not granted a separate LT-1A domestic electricity service connection to the first floor, nor have they taken any steps to visit the Complainant's premises or inspect the modifications carried out in the building.

The Complainant has complied with all the requirements stipulated under the Board Order dated 24.02.2010 and has also been remitting the building tax for the assessment years 2023-24 to 2025-26. Despite fulfilling all procedural and statutory requirements, the Complainant continues to wait for the Respondent to sanction the separate electricity connection. Due to the continued refusal and delay by the Respondent, the Complainant has suffered substantial financial loss, as he has been unable to rent out the first floor dwelling unit. The estimated loss of rental income amounts to Rs. 2,89,200/- (Rs. 12,000 x 25 months from January 2024 to February 2026).

Therefore, it is most humbly prayed that this Hon'ble Ombudsman may be pleased to direct the Respondent to sanction and provide a separate LT-1A

domestic electricity connection to the first floor dwelling unit bearing House No. 7/580A (New House No. 9/580A) situated within Udayamperoor Panchayat, without further delay and pass such other orders as this Hon'ble Ombudsman may deem fit and proper in the interest of justice.

Analysis and findings

The hearing of the appeal petition was conducted on 10/04/2026 at 11:00 am in the office of the State Electricity Ombudsman, DH Road & Foreshore Road Junction, near Gandhi Square, Ernakulam south. The hearing was attended by the appellant Shri. Gopi.T.N and the respondent Sri. Biju P.R, Asst. Executive Engineer, Electrical Sub Division, KSE Board Ltd., Trippunithara, Ernakulam(DT).

The appellant had availed a domestic connection for his residence under the Electrical Section Udayamperoor. Then he had constructed the first floor of this residential building and had applied for separate electric connection for the first floor of the building. The Udayamperoor panchayath had allotted a separate building number for the first floor. The appellant is residing in the Ground floor. The first floor is constructed with an intention to rent it out separately. He had already provided an internal stair case as well as external stair to this first floor. The officials of the Electrical Section had conducted an inspection before sanctioning the connection and found that the internal stair is connecting both the floors and no separation between this. The Licensee had advised the appellant to close the stair opening to the first floor. The appellant is not ready to block the access to the first floor from the Ground floor. The argument of the appellant is that whenever the first floor is not rent it out, the first floor also to be for him along with Ground floor.

The appellant argued for his eligibility to get the second connection quoting guide liner issued by the Licensee vide Board Order dtd 24/02/2010.

1.1 Multiple service connections may be permitted in a premise, even if separate building number is not allotted by the local body subject to the following conditions:

i The building should have a building number allotted by the local body.

ii A Service Connection given without separate building number will be disconnected if Secretary of the local body requests in writing to disconnect the service connection on the grounds that building was constructed violating building rules. Consumer shall give an undertaking in non-judicial stamp paper worth Rs 100/- to this effect.

iii There should not be more than one service connection allotted for the same - purpose and in the same tariff in the same premise. However, separate service connections in domestic tariff will be given to independent dwelling units in buildings for domestic purpose if so desired by the consumer, if separate entrance from outside and separate wiring is provided for each dwelling unit

This states that separate service connection could be given to the independent dwelling units in buildings for domestic purpose, If separate entrance from out side and separate wiring is provided for each dwelling units. Here in this case the separate wiring is provided and separate entrance is also provided. But the internal connection is not closed, then it could not be treated as a separate dwelling. The appellant is not willing to close even temporarily. The regulation 52 of the Kerala Electricity Supply Code 2014 states that

52. Supply of electricity to be given only at one point for same purpose at the same voltage level in a single premises. - Supply shall be given only at one point for same purpose at the same voltage level in a single premises.

The supply is to be given at only one point at the same voltage level for the same purpose. As the connection between the two floor internally is not closed, it is to be treated as a single premise. Then the power is to be given only at one point only.

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. I hereby agree with the decision of the CGRF
2. No other costs ordered.

ELECTRICITY OMBUDSMAN

No. P/011/2026/ dated: 12.05.2026

Delivered to:

1. Sri. Gopi.T.N, Aiswarya, Planthadathil, South Paravoor, Ernakulam(Dt)-682307
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Trippunithara, Ernakulam (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, 220 kV Substation Compound, HMT Colony P.O., Kalamassery, Pin- 683503.