

.THE STATE ELECTRICITY OMBUDSMAN

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**Appeal Petition No. P/046/2026
(Present A. Chandrakumaran Nair)
Dated: 09-10-2026**

Appellant : Smt. Shersy Mathew
Villa No.79, Vattamthitta Road,
Vennala, Kochi,
Ernakulam (dt) - 682028

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Limited,
Palarivattam, Ernakulam (Dist.)

ORDER

Background of the case

The Appellant Smt. Shersy Mathew is residing at Vennala in Villa No:79, Vattamthitta Road and a consumer of the Licensee, KSEBL. An 11kV underground cable was passing through the road in front of her residence. There is an underground straight through cable joint provided for the cable in the same road and a route marker to identify the location of the cable joint had been provided by the side of the road. This route marker is making inconvenience for the vehicle movement in this narrow road and hence she want this route marker, it to be shifted. Complaine were given to the offices of the Licensee and they have not taken any action to shift the marker. Then the petition have been filed to the CGRF which numbered as OP/23/26-27. The CGRF had issued order on completing the procedure on 13/07/2026. This petition have been filed to this authority as the appeal of the CGRF Order.

Arguments of the Appellant

I request your intervention regarding a KSEB yellow milestone installed on a narrow road directly in front of my residence at Villa No.79, Vennala High School Road. The milestone is causing major inconvenience for vehicle access and poses a safety risk to children and senior citizens.

I complained to the Assistant Engineer, KSEB Vennala Section. He assured relocation but no action was taken. I filed a complaint on the KSMART portal with Edappally Municipality. No response received. Despite my requests to the site supervisor, the milestone was installed at night. I approached the Consumer Grievance Redressal Forum, Kalamassery. The Forum ordered KSEB to relocate the milestone within 7 days. Despite the order, the Assistant Executive Engineer, Palarivattam Sub Division, has stated inability to comply. The milestone remains in place. I have attached copies of my complaints, Photos, and the CGRF Order.

I kindly request your office to direct KSEB to immediately implement the CGRF order and relocate the milestone for public safety and convenience.

Arguments of the Respondent

Smt. Shersy Mathew residing at Villa 79, Vattamthitta Road, Vennala, Kochi-682028. She filed a petition before the Consumer Grievance Redressal Forum alleging that an 11kV cable joint was installed in front of her residence without her knowledge or consent, causing inconvenience and safety concerns due to the narrow road. She requested removal or relocation of the cable joint and the above ground cable route marker.

On inspection, the cable straight joint is an underground straight joint of the 11kV Thaikkattu feeder from 66kV Kakkanad Substation and no electrical structure or obstruction exists in front of the consumers property. The cable route marker has been installed on the side of the road for the purpose of identifying the location of the underground cable joint during operation and maintenance activities. The photos are attached herewith for verification, confirming that there is no obstruction in front of the consumer gate and that the straight joint of the cable is laid underground.

A hearing was conducted at the chamber of the Chairperson, Consumer Grievance Redressal Forum, Ernakulam. The Forum observed that the petitioner had not produced evidence establishing that the underground cable joint itself posed an immediate safety hazard or obstruction warranting its removal or relocation. However, during the hearing it was clarified that the main inconvenience was caused by the location of the cable route marker which affected vehicle movement. Accordingly, we

agreed to shift the marker to suitable nearby location while retaining its functional purpose.

Considering the above facts and circumstances, the Forum issues the following orders. The Forum finds that the 11kV cable joint complained of by the petitioner is an underground cable straight joint forming part of the distribution network of KSEB Ltd. As no grounds are made out for directing its removal or relocation, the Forum is not inclined to grant the petitioner's request for removal or shifting of the underground cable joint.

The respondent shall inspect the site and identify a suitable nearby location for the cable route marker so that it remains identifiable with the underground cable joint and does not affect future operation and maintenance activities. The respondent shall shift the cable route marker to the identified location, as agreed during the hearing, so as to minimize inconvenience to the petitioner in the ingress and egress of vehicles to the property. The above shall be completed within 7 days from the date of receipt of this order. The petition is disposed of accordingly.

The order from the Hon'ble CGRF is executed on 19.08.2026 with the presence of Smt. Shersy Mathew. The Delay is due to the absence of the petitioner at site. Since they are not on site most days. Considering all the above, it is requested that the P/046/2026 be dismissed. Since the complaint has been rectified.

Analysis and findings

The hearing of this appeal petition was conducted on 29/09/2026 at 11:00 A.M. in the O/o State Electricity Ombudsman, D.H Road, Ernakulam (Dt). The hearing was not attended by the appellant Smt. Shersy Mathew and the respondent Sri. Sajeew Kumar.K, Assistant Executive Engineer, Electrical Sub Division, Palarivattam, Ernakulam (Dt) have attended.

The Appellant, who is the resident of Vennala, Ernakulam is consumer of KSEBL under Electrical Section, Vennala, which is under the jurisdiction of Electrical Sub Division, Palarivattam, Ernakulam. The Licensee had laid an 11kV underground cable originating from 66kV substation, Kakkanad for providing power to the Jio Network. This feeder is also utilised for improving the power distribution system of that area. This 11 kV cable was laid by the side of the road in front of the appellant. A straight cable joint have been provided for this cable in the said road and a route marker to identify the cable joint have also been installed by the side of the road. The main complaint of the appellant is that this route marker is creating obstruction for the vehicle movement through the road as this road is very narrow. The cable joint is fully buried underground. The Appellant want this route marker is to be shifted from the present position to ease the vehicle movement. The CGRF ordered that the respondent has to shift the

cable route marker to another location so as to minimize the inconvenience of the appellant with 7 days.

Then appellant's complaint is that though the CGRF had ordered for shifting of this cable, the respondent has not executed the order of CGRF.

The respondent had informed that the order of the CGRF had been complied and the route marker has been shifted on 19/08/2026 in consultation with the Appellant. The execution was delayed as the appellant was not available at the site to arrive a mutual consensus. The respondent confirmed about the compliance of the CGRF Order and the appellant had not sent or present any counter statement of the respondent. As such the case has become infructuous and hence to be dismissed.

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. As the respondent had complied as the order of CGRF, the case has become infructuous and then dismissed.
2. The petition is disposed as per the decision (1) above.
3. No other costs approved.

ELECTRICITY OMBUDSMAN

No. P/046/2026/ dated: 09-10-2026.

Delivered to:

- 1) Smt. Shersy Mathew, Villa No.79, Vattamthitta Road, Vennala, Kochi, Ernakulam (dt) - 682028
- 2) The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Palarivattam, 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 - 683503