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Appeal Petition No. P/054/2026
(Present A. Chandrakumaran Nair)
Dated: 26-11-2026

Appellants : 1. Sri. Saji Sebastian
S/o Philomina Devassy,
Bharanikulangara House
Mullassery, Vattaparambu,
Kurumassery, Angamaly,
Ernakulam (dt) - 683579

2. Smt. Philomina Devassy
Bharanikulangara House
Mullassery, Vattaparambu,
Kurumassery, Angamaly,
Ernakulam (dt) - 683579

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

ORDER

Background of the case

The Appellants Sri. Saji Sebastian and Smt. Philomina Devassy are the owners of 15 flats in the 'Atlas Celestial Park' situated at Nedumbassery. The building was constructed as an Apartment Hotel and accordingly the power distribution work was executed to receive HT power supply as such Licensee has connected HT power supply to this building. There are 208 individual flats in this high rise building. Some of the flat owners formed a separate association and approached the Hon'ble High Court of Kerala for individual LT connections. The original scheme and approval of Electrical Inspector were given for the HT supply and downstream electrical distribution. The Hon'ble High Court of Kerala in the order agreed for the individual LT connection and to terminate the HT service connection. The Appellants were given the power through the HT service connection and the same is in disconnected status now. The revised Scheme approval was given by the Electrical Inspectorate for all the flats to receive individual LT connection. But the energization approval was given only for 146 flats. The Licensee had refused the connection to these 15 flats owned by the appellants stating that they have not produced energization certificate. The appellants filed petition to CGRF, Central Region, vide OP/31/26-27. The CGRF

issued order on 21/08/2026 after completing the procedural formalities and hearing. Aggrieved by the decision of CGRF, this appeal petition had been filed to this Authority.

Arguments of the Appellant

The complainants are the owners of 15 residential apartments bearing Angamaly Municipality Building Nos. XVI-210-113, XVI-210-17, XVI-210-20, XVI-210-48, XVI-210-81, XVI-210-143, XVI-210-174, XVI-210-200, XVI-210-201, XVI-210-52, XVI-210-85, XVI-210-116, XVI-210-146, XVI-210-162 and XVI-210-220, situated in the apartment complex known as "Atlas Celestial Park" at Nedumbassery. The complainants purchased the aforesaid apartments from Atlas Gold Township (India) Pvt. Limited under separate registered sale deeds. At the time of purchase, electricity supply to the apartments was being provided through a High Tension (HT) connection arranged by the builder, after collecting the requisite charges and security deposits from the complainants.

The apartment complex was originally constructed and operated as an apartment hotel. Consequently, the electricity supply to the complex was obtained through a common HT connection. Subsequently, certain apartment owners requested independent Low Tension (LT) residential electricity connections. Pursuant to their request, the builder obtained approval for a separate electrification scheme from the Chief Electrical Inspectorate vide Order No. B-3-12308/15/CEI dated 22.07.2015. The aforesaid persons approached the Hon'ble High Court of Kerala by filing W.P.(C) No. 21563/2018 and connected cases and, thereafter, W.A. No. 1673/2019 and connected cases. By judgment dated 29.01.2021, the Hon'ble High Court disposed of the writ appeals, directing implementation of the electrification scheme approved by the Chief Electrical Inspectorate vide Order No. B-3-12308/15/CEI dated 22.07.2015. Pursuant to the aforesaid judgment, at the instance of the said group of apartment owners, the electricity supply to the complainants' apartments was disconnected on 27.06.2021, with an assurance that the supply would be restored after carrying out the necessary modifications to the internal distribution system in accordance with the approved electrification scheme.

Thereafter, the required internal distribution system was provided by utilizing the existing infrastructure already installed in the apartment complex, and the modified internal distribution system was handed over to the licensee. The licensee and the Electrical Inspectorate conducted the necessary inspection and, upon being satisfied that the internal distribution system provided in the apartment complex was in conformity with the approved electrification scheme, restored electricity supply to the apartments through individual LT connections. However, despite the restoration of supply to the other apartments, the complainants' apartments alone were not provided with electricity connections. In the above circumstances, the complainants were constrained to approach the Hon'ble High Court of Kerala by filing W.P.(C) No. 28605/2023. The said writ petition was disposed of by directing the Chief Electrical Inspectorate to consider the representation submitted by the complainants.

However, instead of considering the complainants' request for restoration of electricity supply, the Electrical Inspectorate, without conducting any inspection

or verification of the existing internal distribution system, issued Letter No. NCEI/557/2026-ASC dated 23.02.2026 directing the complainants to submit applications for electricity supply in the prescribed format, duly signed by the authorised signatory, purportedly in compliance with the directions contained in the judgment dated 27.04.2021 in W.P.(C) No. 10495/2021. Pursuant to the aforesaid letter, the Deputy Chief Engineer, KSEB, Perumbavoor Circle, issued Letter No. ECP/TB/Cases/2025-2026/3692 dated 02.03.2026, directing the complainants to produce applications for electricity connections. Accordingly, the complainants submitted separate applications for electricity supply to their respective apartments. However, the said applications were rejected by the respondents with the endorsement: "Your application cannot be processed due to the false documents submitted. Please take necessary action to proceed with your application." The complainants were not furnished with any specific details regarding the alleged falsity of the documents, nor were they given a proper opportunity to clarify or rectify the alleged defects.

In the above circumstances, the complainants approached the Consumer Grievance Redressal Forum, Central Region, by filing a joint complaint dated 10.06.2026. A true copy of the said complaint submitted before the Consumer Grievance Redressal Forum, Central Region is produced herewith. The said complaint was considered by the Consumer Grievance Redressal Forum without properly considering the relevant documents produced by the complainants and without furnishing a copy of the explanation/objection submitted by the KSEB to the complainants. The complaint was ultimately dismissed by Order No. CGRF-CR/OP No.3/2026-2027 dated 21.08.2026, with the following directions:

i. The petitioners shall obtain and produce the mandatory statutory documents, including the Completion Report and Energisation Approval issued by the competent Electrical Inspectorate authority, if the same have not already been produced, along with the prescribed application and other required documents before the respondent licensee.
ii. On production of the aforesaid statutory documents and upon satisfying all other requirements under the Kerala Electricity Supply Code, 2014, the respondents shall process the applications and effect individual electricity service connections to the petitioners' apartments at the earliest, in accordance with law.
iii. With the above directions, the complaint is disposed of.
iv. No order as to costs.

The complainants are aggrieved by the aforesaid order insofar as it directs them to produce a separate Completion Report and Energisation Approval in respect of their individual apartments, despite the fact that the entire internal distribution system of the apartment complex had already been provided in accordance with the approved electrification scheme and had been inspected and accepted by the competent authorities. According to the KSEB, the relevant provision governing the provision of electricity supply to the complainants' apartments is Regulation 49 of the Kerala Electricity Supply Code, 2014. The apartment complex being a high-rise building, an electrification scheme for the entire apartment complex was prepared and approved by the Electrical Inspectorate vide Order No. B-3-12308/15/CEI dated 22.07.2015. The Division Bench of the Hon'ble High Court of Kerala, by judgment dated 29.01.2021 in

W.A. No. 1673/2019 and connected cases, directed implementation of the said approved electrification scheme.

Regulation 49(5) of the Kerala Electricity Supply Code, 2014 provides, inter alia, that the development authority or such other person shall construct the required internal distribution network, including the service line, transformer, switchgear, etc., as approved by the Electrical Inspectorate, receive power from the licensee for distribution and hand over such internal distribution network, up to and including the metering point, to the licensee before commencement of supply of electricity. In compliance with the aforesaid statutory requirement, the necessary internal distribution system for the apartment complex was provided in accordance with the approved electrification scheme and handed over to the licensee. Thereafter, the competent authorities conducted the necessary inspection and electricity supply was restored to the apartments through individual LT connections. Therefore, there is no justification for insisting that the complainants should once again produce separate Completion Reports and Energisation Approvals in respect of their individual apartments when the internal distribution system of the entire apartment complex has already been approved, inspected and accepted by the competent authorities.

The position becomes even more evident from Regulation 49(6) of the Kerala Electricity Supply Code, 2014, which contemplates that, after the internal distribution system has been handed over to the licensee, a consumer in the premises may apply for a separate electricity connection upon remitting the applicable security deposit and other charges. Thus, once the internal distribution network of the apartment complex has been duly completed, approved and handed over to the licensee, an individual apartment owner is entitled to seek an individual electricity connection in accordance with the provisions of the Supply Code. In the present case, the complainants are not seeking approval for a new electrification scheme or permission to construct a fresh internal distribution network. The internal distribution system for the entire apartment complex has already been provided in accordance with the approved scheme and has been handed over to the licensee after inspection by the competent authorities. Electricity supply has also been restored to the other apartments in the very same complex through individual LT connections. Therefore, insisting upon separate Completion Reports and Energisation Approvals from the complainants, in the circumstances of the present case, is arbitrary, unreasonable and contrary to the scheme of Regulation 49 of the Kerala Electricity Supply Code, 2014.

It is further submitted that the Consumer Grievance Redressal Forum failed to properly consider the material documents produced by the complainants and also failed to furnish the objection/explanation submitted by the licensee, thereby denying the complainants a reasonable opportunity to meet the contentions raised by the respondents. The impugned order is therefore liable to be interfered with on this ground also. It is also relevant to point out that, in an identical factual situation concerning the very same apartment complex, the Consumer Grievance Redressal Forum, Central Region, by Order No. CGRF-CR/OP No. 49/2023-24 dated 24.11.2023, directed KSEB Ltd. to provide electricity supply to another apartment owner in the very same apartment complex. The said direction was complied with by KSEB Ltd. and electricity

supply was restored to the concerned apartment. The complainants are therefore entitled to be treated in the same manner, particularly when the internal distribution system of the very same apartment complex has already been approved and accepted by the competent authorities.

In the above circumstances, the insistence of the respondents upon production of separate Completion Reports and Energisation Approvals from the complainants, despite the existence of an approved and implemented electrification scheme for the entire apartment complex and the restoration of individual LT connections to other apartment owners, is wholly unjustified. The complainants therefore respectfully submit that they are entitled to individual electricity service connections to their respective apartments in accordance with Regulation 49(6) of the Kerala Electricity Supply Code, 2014, without being required to produce separate Completion Reports and Energisation Approvals in respect of the individual apartments.

This Hon'ble Ombudsman may be pleased to:
(i) set aside the Order No. CGRF-CR/OP No. 3/2026-2027 dated 21.08.2026 passed by the Consumer Grievance Redressal Forum, Central Region, to the extent it insists upon production of separate Completion Reports and Energisation Approvals in respect of the complainants' individual apartments;
(ii) direct the Kerala State Electricity Board Ltd. to process the applications submitted by the complainants for individual electricity connections and effect electricity service connections to their respective apartments on the basis of the Completion Certificate and Energisation Approval already submitted and accepted in respect of the apartment complex for providing electricity supply to the other apartment owners therein, without insisting upon separate Completion Reports and Energisation Approvals in respect of the complainants' individual apartments, in accordance with Regulation 49(6) of the Kerala Electricity Supply Code, 2014; and
(iii) grant such other reliefs as this Hon'ble Electricity Ombudsman may deem fit and proper in the interests of justice.

Arguments of the Respondent

The Respondent Licensee (KSEBL) emphatically denies every allegation, contention, and claim raised by the Appellants in the Appeal Petition (Representation No. P/054/2026) except those specifically admitted herein. The present Appeal Petition is wholly misconceived, legally unsustainable, and contrary to mandatory statutory provisions governing electrical safety and high-rise building electrification under Regulation 49 of the Kerala Electricity Supply Code, 2014, and CEA Safety Regulations. The subject property, "Atlas Celestial Park" at Nedumbassery, is an 11-storied high-rise residential apartment complex comprising over 200 apartments. It originally operated as an apartment hotel under a single bulk High Tension (HT) connection. Subsequently, a revised electrification scheme was approved by the Chief Electrical Inspector vide Order No. B-3-12308/15/CEI dated 22.07.2015 for 209 connections (208 individual apartment connections and 1 common service).

Following litigation culminating in the Division Bench judgment of the Hon'ble High Court of Kerala in W.A. No. 1673/2019, owners were permitted to take over

balance works and submit completion reports. Crucially, on 21.06.2021, the Department of Electrical Inspectorate inspected and issued Energisation Order No. B3-3445/19/EIE strictly and specifically for 146 individual apartments and 1 common service for which valid wiring completion reports had been submitted and physically verified. Out of these, 133 owners applied and were energized with LT connections.

The 15 apartments claimed by the Appellants were never included in the completion report submitted before the Electrical Inspectorate, and no Energisation Approval has ever been granted for their internal wiring. Under Regulation 49 of the Kerala Electricity Supply Code, 2014, KSEBL is legally precluded from releasing power supply without a Completion Report and Energisation Approval from the Electrical Inspectorate. The CGRF Central Region, vide order dated 21.08.2026 in OP No. 31/2026-27, correctly recognized this binding statutory requirement and directed the Appellants to produce the same, upon which KSEBL was directed to effect service connections without delay.

Seeking to compel KSEBL to energise uncertified installations without Electrical Inspectorate approval is impermissible in law, dangerous to public safety, and liable to be rejected.

Averments regarding ownership of the 15 apartments in "Atlas Celestial Park" are matters of record subject to title verification. It is admitted that bulk HT supply was earlier provided to the complex. Statements regarding earlier HT supply and Electrical Scheme Approval dated 22.07.2015 are substantially correct. However, scheme approval is merely a design sanction; it does not equate to "Energisation Approval" under Regulation 49. Proceedings in W.P.(C) No. 21563/2018 and W.A. No. 1673/2019 are matters of record. The Hon'ble High Court directed implementation strictly in accordance with statutory procedures and never authorized KSEBL to release connections without an Energisation Sanction. Disconnection of the bulk HT supply on 27.06.2021 was pursuant to court directions and technical transition requirements. Restoration was strictly subject to completing internal distribution and securing statutory clearances. The allegation of discrimination is denied. The Electrical Inspectorate issued Energisation Order No. B3-3445/19/EIE dated 21.06.2021 exclusively for 146 apartments whose completion reports were submitted. The Appellants' 15 units were excluded solely due to non-submission of completion reports by their contractors. The judgment in W.P.(C) No. 28605/2023 directing the Chief Electrical Inspectorate to consider the representation confirms that the competent safety authority is the Inspectorate. Letter No. NCEI/557/2026-ASC dated 23.02.2026 rightly directed compliance with statutory formalities as mandated by High Court judgments. Letter dated 02.03.2026 from the Deputy Chief Engineer, Electrical Circle, Perumbavoor demonstrated KSEBL's bona fides to release supply upon receipt of complete statutory clearances. The system rejection occurred because the Appellants submitted applications claiming readiness without attaching mandatory Wiring Completion Reports and Energisation Approval for their 15 units. Filing of OP No. 31/2026-27 before the CGRF is a matter of record. Allegations of lack of natural justice are baseless. A full hearing was conducted on 04.08.2026 with both parties present, and the CGRF order dated 21.08.2026 is a well-reasoned speaking order. The contention

that common transformer energisation automatically covers uninspected internal wiring of individual apartments is legally fallacious and hazardous. Regulation 49 of the Kerala Electricity Supply Code, 2014, mandates strict verification of completion prior to commencement of supply. Regulation 49(5) requires internal distribution networks to be constructed as approved by the Electrical Inspectorate; the network for these 15 units has never been submitted or approved. Handing over common infrastructure does not exempt individual apartment wiring from completion certification and Energisation Approval. Regulation 49(6) requires applications to be "in accordance with the provisions of the Code", which mandates safety certification under Regulations 31, 32, and 41, and Section 53 of the Electricity Act, 2003. KSEBL is not asking for a new scheme, but only the standard wiring completion report and Energisation Sanction from the Electrical Inspectorate for these 15 units. Allegations of denial of natural justice are denied. Full procedural compliance was maintained. CGRF Order in OP No. 49/2023-24 is distinguishable on facts and cannot serve as precedent to bypass statutory safety mandates. Repetitive contentions are denied; statutory compliance is mandatory. Claim of entitlement to service connections without Completion Reports and Energisation Approvals is untenable and dangerous.

Mandatory Statutory Force of Regulation 49: High-rise buildings strictly require completion verification and Energisation Approval by the Electrical Inspectorate prior to release of power. Absence of Energisation Sanction: The approval dated 21.06.2021 covered only 146 apartments. The Appellants have no sanction for their 15 units. Public Safety & CEA Regulations: Section 53 of the Electricity Act, 2003, strictly prohibits energisation of uncertified high-rise installations. Soundness of CGRF Order: The CGRF rightly directed the Appellants to obtain the required approvals, assuring prompt connection thereafter.

It is most respectfully prayed that this Hon'ble Electricity Ombudsman may be pleased to:

1. Dismiss the Appeal Petition No. P/054/2026 filed by the Appellants;
2. Uphold and sustain the Order dated 21.08.2026 in OP No. 31/2026-27 passed by the CGRE, Central Region, Kalamassery;
3. Pass such other orders or directions as this Hon'ble Ombudsman may deem fit and proper. Dated this the 6th day of October, 2026

Counter arguments of the Appellant

The respondent has explicitly admitted that the 15 apartments belonging to the appellants are included in the original scheme approval order. Furthermore, the respondent does not dispute that under Regulation 49(5) of the Kerala Electricity Supply Code, the entire internal distribution network up to the metering point, including to the appellants' 15 apartments, were fully completed and handed over to the licensee before an application for energisation of the apartment complex was submitted. The specific case of the appellants is that the internal distribution network for the entire complex, explicitly covering the appellants' 15 apartments, was fully completed and verified prior to the issuance of the energisation order. Statutorily, the Electrical Inspectorate could not have issued the energisation order for the complex without satisfying itself that the internal

distribution network for all apartments, including those of the appellants, was complete.

Having suppressed the fact that the complete internal distribution network was already installed and approved under the comprehensive energisation order, the respondent has failed to explain how the apartment complex could have been energised if the appellants' internal distribution network was incomplete. Since no additions or alterations is required to the existing installation, no separate or fresh clearance is required from the Electrical Inspectorate under Regulation 45(6) of the Central Electricity Authority (Measures Relating to Safety and Electric Supply) Regulations, 2023. Despite the lack of any physical inspection or any technical specification of required alterations, the respondent simply insists that fresh permission from the Electrical Inspectorate is necessary. This untenable stand clearly demonstrates mala fide conduct on the part of the respondent.

The respondent's sole objection to granting the connection is that the original electrical contractor has not submitted the service application for these 15 apartments. The appellants contend that once a high-rise building receives a comprehensive energisation order from the Electrical Inspectorate, electricity supply must be granted to individual apartment owners without requiring separate energisation orders, the consent of other co-owners, or forcing the appellants to route their applications through the very same electrical contractor. By unnecessarily compelling the appellants to seek a redundant energisation order through the original contractor, despite the Electrical Inspectorate already certifying the entire internal distribution system for the complex, it is evident that the respondent is colluding with the electrical contractor to willfully deny electricity supply to the appellants' apartments at Atlas Celestial Park, Nedumbassery.

Analysis and findings

The hearing of this appeal petition was conducted on 10/11/2026 at 11:00 A.M. in the O/o State Electricity Ombudsman, D.H Road, Ernakulam (DT). The hearing was attended by the Appellants Sri. Saji Sebastian and his advocate Adv. M.R Anison and the respondent Sri.C.K Anandan, Assistant Executive Engineer, Electrical Sub Division, Kalady, and Sri. Shiju K.T, Assistant Engineer, Electrical Section, Kalady, Ernakulam (Dist.).

The Appellants are the owners of 15 flats in the multi-storied apartment building named ‘Atlas Celestial Park’ at Nedumbassery, near to Cochin International Airport, Ernakulam. This building was originally planned as an partment Hotel and some of the apartments working as the time share hotel and accordingly they had availed as HT connection from the Licensee through their Kalady Section. The Apartment owners who are not willing to let their flat as time share Hotel want to avail individual LT Connection for their flats. There are two groups formed. One group want the HT connection is to be retained and other group want individual LT connection.

Two groups were formed separate organization namely.
1. “Atlas Celestial Park apartment owners association” and
2. “Atlas Celestial Park Owners Association”.

The electrical scheme of the entire building was submitted and obtained the scheme approval from the Electrical Inspectorate.

The former claiming LT connection while the later claiming HT connection. Petition has been filed to Hon'ble High court of Kerala and single bench issued an order stating that the LT connection may be given without disturbing the existing HT connection. This was challenged in the division bench and division bench issued order dated 29/01/2021 set asiding the decision of the single bench that HT connection is not to be disturbed. This means by this order of Hon'ble High Court, the KSEB was directed to give individual LT connection by disconnecting the HT connection.

The regulation 49 of the Electricity Supply code-2014 describes about Electricity Connection to High rise buliding, colony and to residential, commercial or industrial complex.

49(4) *The development authority or the promoter or the builder or the developer or any other person who constructs a colony or a residential complex or a commercial complex or an industrial complex or a high rise building shall prepare and obtain approval from the Electrical Inspector, a detailed scheme of electrification of the entire colony or complex or high rise building, with all necessary equipment namely transformer, ring main unit (RMU) etc., and shall submit the same to the licensee along with application for service connection.*

49(5) *The development authority or the promoter or the builder or the developer or such other person, as the case may be, who constructs such colony or complex or high rise building under the clauses (a), (b) and (c) of subregulation (1) above, shall, at his cost, construct the required internal distribution network, including the service line, transformer, switchgear etc., as per the detailed scheme approved by the Electrical Inspector, for receiving power from the licensee and for distributing it and shall handover such internal distribution network up to and including the metering point to the licensee before commencement of supply of electricity.*

49(6) *The security deposit and other charges if any payable by the individual consumer therein shall be borne by each of them at the time of applying for separate electricity connection.*

The above regulation reveal that in respect of high rise buildings, the builder has to prepare and obtain approval of the scheme of electrification for the entire high rise building. After approval the builder is also bound to construct the required internal power distribution system including transformer, switchgear etc. While individual consumers applying for the service connection, have to submit the documents as per regulation 15(4) of the Supply Code - 2014.

15(4) *Approval from the Electrical Inspector shall be obtained for the electrical installations in the case of;*

- ***i.*** *HT or EHT service;*
- ***ii.*** *multi-storeyed building;*
- ***iii.*** *installation involving stand by generator;*
- ***iv.*** *neon sign board;*
- ***v.*** *X-ray unit; 11*
- ***vi.*** *lift and escalator; and for*
- ***vii.*** *temporary connection where more than 100 persons are likely to assemble.*

According to the Order of Hon'ble High Court of Kerala the HT connection was disconnected. The owners were permitted to take over the balance work to receive and to submit the completion report. The Electrical Inspectorate carried out inspection and issued energization order strictly for 146 individual apartments and 1 common service for which completion reports have been submitted. The 15 apartments of the appellants were not included in the completion report submitted to the Electrical Inspectorate and hence not included in the energization approval. The appellants have failed to submit the energization certificate which is mandatory for high rise building as per 15(4) of the Kerala Electricity Supply Code.

The arguments of the Appellants are that their installations are also included in the scheme approval obtained from the Electrical Inspectorate and also content that as per regulation 49(4) of the Supply Code-2014, the scheme approval only required for getting the connection. The Scheme approval issued before the execution of the work and on completion of work the completion report along with installation details & Executed drawing etc., are to be submitted to Electrical inspectorate. The Electrical Inspectorate used to conduct a detail inspection to ensure that the work have been executed as per the approval scheme and accordingly energization approval is issued. The consumer has to submit the energization approval to the Licensee for obtaining the connection as per the regulation 15(4) of the Electricity supply Code -2014.

The Section 53 of the Electricity Act-2003 describes about the safety of the Electricity Supply.

Section 53. (Provisions relating to safety and electricity supply):

The Authority may in consultation with the State Government, specify suitable measures for –

a) *protecting the public (including the persons engaged in the generation, transmission or distribution or trading) from dangers arising from the generation, transmission or distribution or trading of electricity, or use of electricity supplied or installation, maintenance or use of any electric line or electrical plant;*
b) *eliminating or reducing the risks of personal injury to any person, or damage to property of any person or interference with use of such property ;*
c) *prohibiting the supply or transmission of electricity except by means of a system which conforms to the specification as may be specified;*
d) *giving notice in the specified form to the Appropriate Commission and the Electrical Inspector, of accidents and failures of supplies or transmissions of electricity;*
e) *keeping by a generating company or licensee the maps, plans and sections relating to supply or transmission of electricity;*
f) *inspection of maps, plans and sections by any person authorised by it or by Electrical Inspector or by any person on payment of specified fee;*
g) *specifying action to be taken in relation to any electric line or electrical plant, or any electrical appliance under the control of a consumer for the purpose of eliminating or reducing the risk of personal injury or damage to property or interference with its use.*

Here it is clearly mentioned that the Inspection of Electricity Inspector is mandatory to ensure safety of the installations before the energization.

The Licensee had agreed that on production of energization approval and other documents the connection will be effected.

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 taken by CGRF vide Order dated. 21/08/2026.
2. The petition is disposed accordingly.
3. No other costs approved.

ELECTRICITY OMBUDSMAN

No. P/054/2026/ dated: 26-11-2026.

Delivered to:

1) Sri. Saji Sebastian, S/o Philomina Devassy, Bharanikulangara House, Mullassery, Vattaparambu, Kurumassery, Angamaly, Ernakulam (dt) - 683579
2) Smt. Philomina Devassy, Bharanikulangara House, Mullassery, Vattaparambu, Kurumassery, Angamaly, Ernakulam (dt) - 683579
3) The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Kalady, 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