



## ELECTRICAL ACCIDENTS

### A CONSUMER GUIDE TO CLAIM SOLATIUM

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Protecting the interests of the electricity customers is one of the mandates of the Karnataka Electricity Regulatory Commission and also of the electricity companies. Despite several measures taken to protect customers from the hazards of electricity, accidents do occur leading to loss of life and property.

Electrical accidents may arise due to several reasons. Faulty equipments, live wires lying on the ground or hanging at arms length, overhead wires passing within reachable distance of human hands etc. are the major causes of accidents. Whatever be the reason, the result will be injury or death to human beings and animals.

It is true that loss of limbs or life cannot be compensated. Yet it is the obligation of the electricity companies to provide some relief to the victim or his/her family members to mitigate the hardships. Over the years the erstwhile Karnataka Electricity Board and the Karnataka Power Transmission Corporation Limited have framed certain rules and regulations with regard to payment of compensation in case of electrical accidents.

However, consumers in general are not aware of these procedures, partly because these documents are inaccessible. Besides, the various procedural formalities are not available at a single source.

The Office of Consumer Advocacy of KERC has taken the initiative of providing consumers with necessary information on matters relating to the procedures to be followed and the documents to be submitted in case of claiming compensation in the following paragraphs.

#### STEP 1

As soon as the accident takes place, the consumer/victim or his/her relatives should inform, in writing on a plain paper, to the respective Section Officer of the respective Electricity Supply Company Limited. In addition, copies of the report should be submitted to the following officials:

Sub-Divisional Officer of the concerned Electricity Supply Company Ltd

Managing Directors of the concerned Electricity Supply Companies The address of ESCOMS is given at the end of this Manual.

Chief Electrical Inspector, Government of Karnataka, Mysugar Buildings, Jayachamarajendra Road, Bangalore – 560 002.

The accident should be reported within 24 hours from the time of occurrence of the accident.

### STEP 2

In case of death of the victim, the following documents are to be collected by the kith and kin/relatives to claim compensation

- Death Certificate (in original)
- Postmortem Report
- First Information Report (FIR) and Mahajar Report from the Police
- Witness statement
- Report from the Chief Electrical Inspector, Govt.of Karnataka
- Legal heir certificate for payment of compensation
- Detailed report of the accident by the section officer duly counter signed by the respective Sub Division officer

Based on the documents, reports submitted and the investigations conducted by the CEIG, the concerned electricity supply company will pay the compensation within TWO MONTHS from the date of receipt of the Report from the Chief Electrical Inspector, Government of Karnataka.

Wherever overhead lines are the cause of the accident/fatality, the electricity supply company shall pay the compensation without waiting for the report of the CEIG.

In case of non-reply from the electricity supply company even after THREE MONTHS from the date of submitting all the required documents/information, a copy of the claim for compensation along with the above documents may be forwarded to KERC.

The details about amount of compensation can be obtained from the jurisdictional Sub Divisional office of the Corporate Office of the electricity supply companies.