



KERALA STATE HUMAN RIGHTS COMMISSION

Present : K. Byjunath
Judicial Member

H.R.M.P No. 344/11/12/2024/TVM

Petitioner : Sri.Lejoe M Varkey
TC 14/708 Marathingal House
Chettikunnu, Kumarapuram
Medical College PO
Thiruvananthapuram.

Respondents :

Order dated 7th January 2025

According to the petitioner, the Kerala Water Authority's Palayam Section failed to deliver an uninterrupted drinking water supply to consumers in the Chettikunnu, Kumarapuram region of Thiruvananthapuram for more than a week from 01.06.2024 . Without taking suitable complaint measures, the KWA inaccurately resolved the ticket reported by me on January 6, 2024 in the Kerala Water Authority complaints portal without confirming supply of drinking water. Despite multiple calls to the KWA complaint portal (1916), we were not receiving drinking water through KWA pipes. No action was made by the KWA personnel to ensure that consumers are provided with drinking water. The petitioner wants to call for explanation from the officials concerned and to take action against them if the explanation is found to be unreasonable. The petitioner also wants to direct the KWA to ensure uninterrupted supply of drinking water.

The Commission directed the Executive Engineer, Kerala Water Authority to file report on the complaint. The Executive Engineer, KWA in his report stated that the water shortage mentioned in the complaint was due to the multiple damages occurred in the old AC distribution pipe to Chettikkunnu area due work of city gas pipe for piped gas supply at Chettikunnu area during first week of January. The complaint has been rectified now and water supply to the residents of this area was urgently restored by providing 500m of new water supply main line in place of the old and damaged AC pipe line and the house connections of more than 100 consumers were also connected to this newly laid line. KWA has taken all possible measures to urgently rectify the defects occurred in the old AC pipe in the said areas which was beyond our control. During first week of January efforts were initially taken to restore the water supply by repairing the damaged pipe lines but as there were chances of many hidden leakages in the line, the consumers were not getting water with sufficient pressure and further the said area being one of the highest point in the water supply system, any minor defect in the supply affects the water supply to the locality. The EE further submitted that KWA has taken all measures to provide uninterrupted water supply to the consumers residing at Chettikunnu area at the earliest possible time and presently all the residents of chettikunnu area are having required water supply.

After reviewing the case file and considering the report from the Executive Engineer, Kerala Water Authority, which was shared with the petitioner, who did not file objection against the same, the Commission found no evidence of deliberate delay in restoring water supply. However, the Commission directs the Executive Engineer, KWA, to co-ordinate with agencies involved in excavation work to ensure protection of water pipes.

With the above directive, the case is closed. Forward a copy of the order to the petitioner and to the Executive Engineer, Kerala Water Authority, Thiruvananthapuram.

Sd/-
K.Byjunath
Judicial Member
Kerala State Human Rights Commission

//True Copy//


Registrar

