

CONSUMER GRIEVANCE REDRESSAL FORUM

CENTRAL REGION

(Formed under Section 42(5) of the Electricity Act 2003)

220 kV Substation Compound, HMT Colony P.O. Kalamassery, Pin – 683 503
Phone No. 0484-2556500 Website: cgrf.kseb.in, Email: cgrf.ekm@gmail.com,
CUG No. 9496008719

Present	(1) Smt. Sheeba. P (2) Sri. Biju Varghese	Chairperson 3 rd Member
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Petitioner	Sri. Nishad Sobhanan, President, Thazhvaram Residence Association, Injarakunnu Road, Puthenvelikkara P.O., Malavana, Pin – 683 594
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Respondent	The Assistant Executive Engineer, Kerala State Electricity Board Ltd, Electrical Sub Division, Mala (Electrical Section, Puthenvelikkara)
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No.CGRF-CR/OP No.51/2023-24 Date: 15-11-2023.

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ORDER

Background of the case:

The petitioner is Sri. Nishad Shobhanan, the president of ‘Thazhvaram Residence Association’ and represents a group of residents at Injarakkunnu Road, Malavana in ward No.11 of Puthenvelikkara Grama Panchayath, falling within the jurisdiction of Electrical Section, Puthenvelikkara. A year ago, the petitioner and other residents lodged a mass petition to the Assistant Engineer, concerned, highlighting the issue of voltage deficiency in their area. Since there was no response or action from the side of the Assistant Engineer concerning their mass petition, they have now brought the matter before this Forum, seeking a permanent solution.

Version of the Petitioner:-

A mass petition signed by 73 persons residing in ward No.11 of Puthenvelikkara Grama Panchayath was submitted to the Assistant Engineer, Electrical Section, Puthenvelikkara for rectifying the voltage deficiency in their area. Following this complaint, as a part of solving voltage problem, three phase line was drawn in some areas. The petitioner says that about 25 consumers are kept out of the benefit of this voltage improvement work and the voltage deficiency still remains unsolved in their area, which causes to make their home apparatus damaged. The petitioner submits this complaint before the Forum in the context of voltage deficiency remains unsolved even after elapse of one year from the complaint registered in the Section Office.

Version of the Respondent:-

The Respondent states that receiving the petitions by 73 residents of ward No.11 of Puthenvelikkara Grama Panchayath, single phase lines in some areas have been converted to three phase lines. The work of three phase conversion in the remaining area had been included in 'RDSS work' for the period of 2024-25. Considering the complaint received from the petitioner and for the sake of speedy implementation of the work, it has been included in 'PMSU' scheme of the licensee for the period of 2023-24.

Analysis and findings:

Hearing was conducted at the Office of The Assistant Executive Engineer, Electrical Subdivision Division Kodakara. The Forum afforded an opportunity to hear the Petitioner and the Respondent on 07-10-2023. Both the petitioner and the respondent were present for hearing. Having examined the petition in detail and the statement of facts of the respondent, considering all the facts and circumstances in detail and perusing all the documents of both sides, the Forum comes to the following observations, conclusions and decisions thereof.

During the hearing, the petitioner stated that 73 residents of the Thazhvaram Residence Association, Puthenvelikkara Grama Panchayath, had submitted a mass petition to the Office of the Assistant Engineer, Electrical Section, Puthenvelikkara, expressing concerns about inadequate voltage in their homes, a year ago. The respondent confirmed a voltage deficiency of 190 V in the area. The petitioner argued that the licensee had not taken any action on their Mass petition but had instead executed conversion work in one part of their area under deposit work. The petitioner also explained the various troubles they experience due to the insufficient voltage.

The respondent acknowledged the voltage issue and proposed a solution, stating that the conversion of 280 meters in the specified location is necessary. The respondent assured that the work is now part of their capital plan for the Year 2023-24 and will be completed promptly.

This Forum assesses that, in accordance with Regulation 6 (1) (a) of the Kerala Electricity Supply Code, 2014, the voltage levels for LT supply are specified as follows:-

Regulation 6. Voltage levels for LT, HT and EHT supply.-

“(1) Voltage levels specified for low tension (LT), high tension (HT) and extra high tension (EHT) supply are the following:-

(a) Low Tension (LT) supply,-

(i) Single phase 240 Volts between phase and neutral;

(ii) Three phase 415 Volts between phases;”

Furthermore, Regulation 7 of the Kerala Electricity Supply Code, 2014, delineates the obligation of the licensee to uphold the designated voltage levels, as outlined below:-

Regulation 7. Duty of licensee to maintain the specified voltage levels.-

“The licensee shall not vary the voltage at the point of supply from the voltage levels as specified in regulation 6, except with the written consent of the consumer or with the previous sanction of the Commission:

Provided that variations in voltage at the point of supply within the limits specified hereunder is permissible without written consent of the consumer or the sanction of the Commission:

- (i) six per cent on higher side and lower side in the case of low tension supply;*
- (ii) six per cent on the higher side or nine per cent on the lower side in the case of high tension supply; and*
- (iii) ten percent on the higher side or twelve and a half percent on the lower side in the case of extra-high tension supply:*

Provided further that the above limits of variations in voltage levels shall be applicable till the Central Electricity Authority specifies a different set of limits.”

Therefore, this Forum concludes that as the petitioner and other residents of the Thazhvaram Residence Association fall under LT consumers, the licensee is obligated to ensure voltage within a range of six percent on both the higher and lower sides of the specified 240 Volts for them.

DECISION:

Considering the above facts and circumstances, this Forum issues the following orders:-

- 1. The respondent shall maintain the specified voltage level as per Regulation 6 and 7 of the Kerala Electricity Supply Code, 2005 for all consumers in the Thazhvaram residence area within a two-month timeframe from the issuance of this Order.**

- 2. No cost ordered.**

The petitioner is at liberty to file appeal before the State Electricity Ombudsman, D.H. Road, Off shore Road Junction, Near Gandhi Square, Ernakulam, Pin – 682 016 (Ph: 0484 -2346488 , Mobile No. 8714356488) within 30 days of receipt of this order, if not satisfied with this decision.

Dated this 15th day of November, 2023

Sd/-

Sri.Biju Varghese
3rd Member
CGRF, Ernakulam

Sd/-

Smt. Sheeba. P
(CHAIRPERSON)
CGRF-CR, Ernakulam

Endt. On CGRF-CR/OP No.51/2023-24 Dated

Delivered to

Sri.NishadSobhanan,
President,
Thazhvaram Residence Association,
Injarakunnu Road,
Puthenvelikkara P.O.,
Malavana,
Pin – 683 594

Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)
CGRF-CR, KALAMASSERRY

Copy submitted to: 1)The Secretary, KSEBL, Vydhyuthi Bhavanam, Pattom,
Thiruvananthapuram.
“ 2 The Secretary, Kerala State Regulatory Commission,
KPFC Bhavanam, C.V Raman Pillai Road, Vellayambalam,
Thiruvananthapuram.

Copy to: - (1) The Deputy Chief Engineer, Electrical Circle, KSEBL,
Irinjalakuda
(2) The Executive Engineer, Electrical Division, KSEBL,
Chalakudy
(3) The Assistant Executive Engineer, Electrical Sub Division,
KSEBL,Mala
(4) The Assistant Engineer, Electrical Section,Puthenvelikkara