

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
Petitioner		Sri. Babu Mathew, House No.1/294-C, Mukalelparambil House, Pazhamthottam P.O., Ernakulam, Pin – 683 565
Respondent	1) 2)	The Assistant Executive Engineer, Kerala State Electricity Board Ltd, Electrical Sub Division, Kizhakkambalam, Ernakulam The Assistant Engineer, Kerala State Electricity Board Ltd, Electrical Section, Kizhakkambalam, Ernakulam

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No.CGRF-CR/OP No.37/2023-24

Date: 30-09-2023.

ORDER

Background of the case:

The petitioner is having an electricity connection bearing consumer number 1155860033267 under the jurisdiction of Electrical Section, Kizhakkambalam with a sanctioned connected load of 4923W in LT-1A tariff. Over the past two years, the petitioner has consistently experienced a significant voltage shortfall daily after 7:00 PM. Upon approaching the respondent to address this problem, the petitioner was advised to convert their single-phase connection to a three-phase connection as a means to mitigate the voltage deficiency issue. Consequently, the petitioner was compelled to approach this Forum in order to seek resolution for their problem.

Version of the Petitioner:-

The petitioner states that they are facing with the consistent low voltage issue for the past two years. Despite multiple complaints made to the licensee, the problem remains unresolved. The petitioner lodged numerous complaints with the licensee regarding the recurring low voltage problem at his residence. The petitioner complains that the officials of the respondent inspected the site during day time around noon; a time when the voltage issue is not prevalent. Even after explaining that the voltage problem occurs after 7:00 P.M. every day, the authorities disregarded the petitioner's concerns, as if his complaint is a fabrication. The petitioner complains that instead of solving the issue, the respondent proposed the petitioner to take a three-phase connection, asserting that it would resolve the voltage issue. The petitioner argues that all three phases exhibit the same low voltage problem, rendering the suggestion of the respondent utterly impractical and unreasonable. The petitioner argues that it is the right as a consumer to receive a reliable and consistent supply of electricity.

The petitioner states that upon submitting a written complaint to KSEBL, the petitioner received an unsatisfactory response, stating that his connected load is higher and suggesting a three-phase connection. The petitioner claims that the proposed solution of the respondent about the phase conversion is baseless. Thus the petitioner has approached this Forum seeking justice.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 21/08/2023.

Version of the Respondent:-

The respondent states that the petitioner submitted an application on 21/07/2023 pointing low voltage and voltage fluctuation at his premises. Thus the Section staff conducted a site inspection on 29/07/2023 and found his premises as a double storied building with three phase wiring which is situated approximately 700 meters away from the transformer named "Thadampadu". Also, in this 700 meter line, initially about 600 meters have three phase line and the remaining 100

meters have single phase line. It is from the electric post No.VP 91-L-5-L-2, the connection to his house is provided via a single phase line.

The respondent states that at the time of inspection on 29/07/2023 at 3:30 PM, the voltage recorded on the meter provided for his electric connection was 225V and it was confirmed to him on the site mahazar prepared immediately. Then, on the inspection during evening (peak) time, it was only 210V. The respondent further states that at the time of inspection, the connected load in the premises of the petitioner was 11513 Watts and the same has been recorded in the site mahazar. The respondent argues that as per provisions of the Supply Code, 2014 Regulation 8, the maximum connected load permissible for a single phase connection is 5000Watts. But here the petitioner is using 11513 watts in single phase. Showing this short coming, the respondent issued a notice to the petitioner on 31/07/2023 directing him to convert the single phase to three phase; but no action has been yet taken from the part of the petitioner. The respondent argues that the petitioner has approached this authority without doing necessary changes in the premises. The respondent declares that a permanent solution to the voltage level in the premise of the petitioner is not possible without either phase conversion or deduction of the connected load. Thus the respondent requests this Forum to dismiss the complaint.

Analysis and findings:

Hearing was conducted at the chamber of the Chairperson, Consumer Grievance Redressal Forum, Ernakulam. The Forum afforded an opportunity to hear the Petitioner and the Respondent on 20/09/2023. 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 explained their concerns about experiencing significant voltage deficiencies over the past two years, especially

during the evening peak hours. The petitioner stressed that despite making multiple complaints, the officials representing the respondent did not conduct inspections during these crucial peak hours to fully understand the seriousness of the issue. Instead, inspections were solely carried out during the noon, when voltage levels remained relatively stable. The petitioner argued that it is the legal responsibility of the licensee to ensure sufficient voltage for consumers.

In response, the respondent pointed out that upon inspecting the petitioner's premises, they identified that the connected load has exceeded the limit allowed for single-phase consumers. This was identified as the primary cause of the voltage deficiencies experienced by the petitioner. The respondent proposed two potential solutions to address the issue: either converting the electricity connection from single-phase to three-phase with the cost borne by the petitioner or reducing the connected load at the premises. The petitioner agreed to convert their connection to three phase and also sought an assurance from the part of the respondent that the petitioner's voltage deficiency will be resolved.

This Forum evaluates that the petitioner's sanctioned load is less than 5 kW, but the connected load had been increased to 12 kW. According to Regulation 8 of the Kerala Electricity Supply Code, 2014, the maximum permissible connected load for low-tension single-phase consumers should be limited to 5 kW.

Regulation 8. Supply voltages for different connected loads or contract demands-

“The supply voltage levels for different connected loads or contract demands for new connections or for gross connected load or contract demand consequent to revision of connected load or contract demand, shall be as follows:-

<i>Supply Voltage</i>	<i>Maximum connected load (for those without demand based metering)</i>	<i>Maximum contract demand (for those with demand based metering)</i>
<i>240 V (single phase)</i>	<i>5kW</i>	
<i>415V (Three phase)</i>	<i>100 kVA</i>	<i>100 kVA</i>
<i>11kV</i>		<i>30000kVA</i>

22kV		6000kVA
33kV		12000kVA
66kV		20000kVA
110kV		40000kVA
220kV		40000kVA

Provided that the limit of connected load or contract demand specified for different supply voltage levels may be exceeded up to a maximum of twenty percent if supply at the appropriate higher voltage level is not feasible due to non-availability of distribution line at such higher voltage level in that area of supply:

Provided further that the limits of connected load or contract demand specified for different supply voltage levels as specified above may be exceeded in exceptional cases with the approval of the Commission, subject to the conditions stipulated in such approval.”

In this case, the petitioner's connected load has exceeded the limit of 240V – single phase and as a result, the petitioner is required to enhance their sanctioned connected load to 12 kW, thereby converting their connection to a three-phase connection.

In addition, this Forum evaluates that it is the duty of the licensee to maintain the voltage level of a Low Tension consumer as specified in the Regulation 6.1. (a) and Regulation 7 (i) of the Kerala Electricity Supply Code, 2014 which states as follows:-

Regulation 6.1.(a): Voltage levels for LT, HT and EHT supply.-

“Voltage levels specified for Low Tension (LT) supply is for (i) Single phase 240 Volts between phase and neutral; (ii) Three phase 415 Volts between phases;

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) 6% on higher side and lower side in the case of low tension supply;”

DECISION:

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

- 1) The petitioner shall immediately take one of the following actions: either increase their sanctioned connected load to 12 kW, which will involve converting their existing single-phase connection into a three-phase connection with the cost borne by the petitioner or reduce their connected load to a maximum of 5 kW, to maintain the existing single-phase connection.**
- 2) The respondent shall ensure the availability of specified voltage level to the consumer as per Regulation 6 and Regulation 7 of the Kerala Electricity Supply Code, 2014.**
- 3) 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 30th day of September 2023

Sd/-

Sd/-

Sri.Biju Varghese
3rd Member
CGRF, Ernakulam

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

Endt. On CGRF-CR/OP No.37/2023-24 Dated
Delivered to Sri.Babu Mathew,
 House No.1/294-C,
 Mukalelparambil House,
 Pazhamthottam P.O.,
 Ernakulam, Pin – 683 565

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,
 Perumbavoor
 (2) The Executive Engineer, Electrical Division, KSEBL,
 Perumbavoor
 (3) The Assistant Executive Engineer, Electrical Sub Division,
 KSEBL, Kizhakkambalam
 (4) The Assistant Engineer, Electrical Section, Kizhakkambalam