

**CONSUMER GRIEVANCE REDRESSAL FORUM,  
NORTHERN REGION, KOZHIKODE**

**PRESENT**

**SRI.VISHNU.T.P : CHAIRPERSON**  
**SRI.VIJU RAJAN JOHN : MEMBER**  
**SRI.K.P.RADHAKRISHNAN : MEMBER**

**OP.NO.14/2011-12**

**PETITIONER:**

**Tower Vision India (P) Ltd.,  
First Floor,Muscat Towers,  
Kadavanthara,  
Cochin-682020.**

**RESPONDENTS:**

- 1. The Assistant Executive Engineer, Electrical Sub-Division,  
Taliparamba, KSEB, Kannur District.**
- 2. The Assistant Engineer, Electrical Section, Pariyaram, KSEB,  
Kannur District.**

**Copy forwarded to:-**

- 1. The Deputy Chief Engineer, Electrical Circle, Sreekantapuram, KSEB, Kannur Dt.**
- 2. The Executive Engineer, Electrical Division, Payyannur, KSEB, Kannur Dt.**

## **O R D E R**

The Complainant is a leading Cellular Infrastructure Provider. They have got a Tower site at Kottila. For this they require 15kw Power. The Complainant had remitted the required processing charge and Application Fee on 10.03.11. But the Respondents failed to give connection within a reasonable time. Afterwards the Respondents directed them to remit the estimate amount for Rs.6,55,420/- for installation of a Transformer and lines. The Petitioner states that the existing Transformer has sufficient capacity to give Service Connection to his premises for a connected load of 15kw. Hence the Petitioner filed the compliant before the CGRF to issue orders for effecting the Service Connection without insisting for the installation of a new Transformer.

### **Reply filed by the Respondents**

The Respondents stated that the Administrative Sanction for the work, issued by the Executive Engineer, Electrical Division, Payyannur, was received on 16.05.2011 and the Demand Notice was given to the Petitioner on 16.05.2011. According to the Respondents the existing Kottila Transformer has no capacity to add the load of 15KW of the Petitioner, which is 1.235KM away from the site. As per the Voltage Regulation Calculation, if the new Transformer is not installed, the proposed Service Connection cannot maintain the Stipulated Voltage Regulation. Hence a new Transformer is to be installed at the cost of the Petitioner. The work includes a 100KVA Transformer, 850 Meter High Tension Line and 40 Meter Low Tension Line and 140 Meter Low Tension Line conversions. Total estimated cost is Rs.6,55,420/-. As soon as the Petitioner remits the estimate amount, the work can be completed and Service Connection can be given to the Petitioner.

The case was heard on 28.06.11 and 11.08.11.

### **Averments of the Respondents.**

The Respondents submitted the Voltage Regulation Calculation of the Transformer before the Forum. They contend that, if the connection is given from

the existing Transformer, the Calculated Regulation at the load point at Low Tension will be 8.28%, which is beyond the stipulated limit. They have also stated that Telecommunication Tower loads are point loads hence the Diversity Factor should be taken as one for Voltage Regulation Calculations. Since the Licensee has to keep the Voltage Regulation within the limit, the installation of a new Transformer is necessary to effect the Service Connection of the Complainant.

**Averments of the Petitioner:-**

During the hearing the Complainant said that, in the Voltage Regulation Calculation put forth by the Respondents the Diversity factor was taken as one instead of two. Alternative possibilities like, enhancement of Transformer, or drawing of duplicate feeder were not considered by the Respondents.

On going through the versions filed by both parties and the facts and figures of the case the Forum observes the following;

If the connection is given from the existing Transformer Voltage Regulation cannot be maintained within the stipulated limit. The Licensee cannot be compelled to give a Service Connection without maintaining the Voltage Regulation. As per the prevailing rules of the Licensee, the beneficiary has to bear the additional cost of installation of the new Transformer and its allied works.

In view of the findings above, it is ordered as follows;

The Complainant is liable to remit the estimated cost for installation of the new Transformer and its allied works, for effecting the service connection.

Dated this the 31st Day of August 2011.

Sd/-  
VISHNU.T.P.  
CHAIRPERSON

VIJU RAJAN JOHN : MEMBER - Sd/-

K.P.RADHAKRISHNAN : MEMBER - Sd/-