

**CONSUMER GRIEVANCE REDRESSAL FORUM
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION
VYDYUTHI BHAVANAM, KOTTARAKKARA**

Present: 1. Smt.Laila.N.G, Deputy Chief Engineer, Chairperson
2. Sri. Pradeep, Executive Engineer, Member II
3. Sri. M. Sabu, Advocate, Member III

Monday 11th September,2023

OP No.26/2023

Between

Petitioner: Sri. Shajahan.P
Pooram Building
Venjaramoodu.P.O.,
Thiruvananthapuram.

And

Respondents : (1) The Assistant Executive Engineer
Electrical Sub Division, Venjaramoodu.

(2) The Assistant Engineer
Electrical Section, Venjaramoodu.

ORDER

1. Grievance of the petitioner

The petitioner is a consumer under Electrical Section Venjaramoodu. He complains that supply failure occurs 15 to 20 times a day in and around Venjaramood town and for this reason electrical and electronics equipments of commercial establishments and domestic premises sustains severe damages. The petitioner has lodged complaints to the authorities of the licensee several times. But no action has been taken for the last three years. When complains are lodged to the Section Office, officials behave very rudely to the complainants. Hence the petitioner prays the forum to issue orders to reduce the supply interruptions, allow compensation for the damages occurred and take disciplinary action against the officials of the licensee who show disrespectful attitude towards the consumers.

2. Version of the respondent

Venjaramoodu 33/11 KV Substation is fed from Attingal 110 KV Substation, situated at distance of 10.5 KM. Normally Venjaramoodu town area receives LT supply from Town 500 KVA, Market 100 KVA, Police Station 25 KVA, and KSRTC 100 KVA Transformers. The existing 33 KV, 11 KV, LT

lines are completely drawn using overhead bare conductor. Earlier the town area electricity supply was fed by Venjaramoodu 11 KV feeder. As per complaints received from residents association and merchants association the feeding arrangements have been changed to Chemboor- Nellanad 11 KV feeder. It is a fact that interruption of power supply occurred due to switching off the feeder in connection with pre-monsoon touching clearing works of 11 KV and 33 KV feeders and also due to back feeding arrangements from Chemboor- Kalamachal feeder. Also tripping of feeders occurred due to overloading when back feeding arrangements are done. LT interruptions are reduced to a great extent by providing spacers between lines. A permanent solution to reduce the interruption is conversion of bare conductor to covered conductor from Attingal 110KV Substation to Venjaramoodu 33 KV Substation and the proposed work has been included in the RDSS (Revamped Distribution Sector Scheme). Besides the project of converting overhead 11 KV line to underground cable beginning from Venjaramood Substation has been included in Dyuthi-2 project for the year, 2025-26

3. Analysis and Findings

The hearing was conducted on 20/06/2023. Both the petitioner and respondent were present and the Forum heard the matter in detail.

On going through the petition and other documents in the file the forum viewed that the case is with regard to frequent electricity supply interruption experienced in Venjaramoodu town area. The petitioner alleged that the electronic and electrical equipments of commercial establishments and house holds are subjected to damage due to frequent supply interruptions and the issue adversely affects their day to day activities. The respondent informed that as a permanent solution to the frequent power failures is conversion of 33 KV bare conductor to covered conductor which has been included in the RDSS scheme. The conversion of overhead 11 KV line to underground cable from Venjaramood substation to Venjaramoodu town has been included in Dyuthi-2 project for the year 2025-26. The Forum viewed that the frequent interruptions are mainly due to 33 KV and 11 KV feeder supply failures.

The petitioner also alleged misbehavior from the part of the officials of the licensee while contacting them for lodging complaints regarding frequent

supply failures. With regard to the said allegation of the petitioner, the Forum wishes to remind the respondent, the responsibility of the officials of the licensee for ensuring polite behaviour to all consumers who contact the office of the licensee either in person or by phone. Strict warning shall be given to those who violate this general rule and disciplinary action shall be initiated by the respondent in specific complaints.

Regulation 16 of the Kerala State Electricity Regulatory Commission (Standards of performance of Distribution Licensees) Regulations, 2015 mentions the jurisdiction of this Forum to entertain complaints regarding the breach of guaranteed standards of performance applicable to the licensee. The Forum is not empowered to award compensation in any other cases and hence abstain from deciding the matter whether the demanded compensation can be allowed or not.

Decision

Considering the above facts and circumstance of the case, the Forum disposed the case with the following orders.

- 1) The Respondent is directed to carry out the touching clearing work of 11 KV and 33 KV feeders within two months from the date of receipt of this order after giving prior information to the consumers under the supply area of the respective feeders, by means of SMS communication to the registered mobile phone numbers. Also it is directed to complete the preventive maintenance work urgently in a preplanned manner.
2. The proposed underground cable laying work of HT overhead line shall be carried out urgently by giving top most priority.
3. The respondent is further directed to ensure polite behavior and consumer friendly attitude to all consumers and complaints in this regard shall be viewed seriously.
4. No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order.

The address of the Electricity Ombudsman is furnished below.

'The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488'.

-Sd -

M. SABU
ADVOCATE
MEMBER III

-Sd -

PRADEEP
EXECUTIVE ENGINEER
MEMBER II

-Sd -

LAILA.N.G
DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.26/2023/185

Dated :12/ 09/2023

Delivered to:

1. Sri. Shajahan. Pooram Building, Venjaramoodu.P.O., Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Venjaramoodu
3. The Assistant Engineer, Electrical Section, Venjaramoodu

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM.
- 2.The Deputy Chief Engineer, Electrical Circle, Kattakkada
- 3.The Executive Engineer, Electrical Division, Nedumangadu.