

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) Smt. Jayanthi. S
 (3) Sri. Biju Varghese

Chairperson
2nd Member
3rd Member

Petitioners

(1) Smt. Shyney George,
 (2) Sri. Jacob Xavier,
 Pakolamattom House,
 Kaliyar P.O., Kaliyar. P.O.,
 Idukki Dist., Pin – 685 607

Respondent

The Assistant Executive Engineer,
 Kerala State Electricity Board Ltd,
 Electrical Sub Division,
 Thodupuzha East
 (Electrical Section, Vannappuram)

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No.CGRF-CR/OP No.117/2023-24

Date:08.05.2024.

ORDER

Background of the case:

Sri. George P S, Pakalomattom House, Kaliyar P O, has filed a complaint before this Forum in regard with insufficient supply voltage in two connections which are being used for the purpose of pumping water to the land cultivated by him. In response to this petition, the respondent pointed out that these connections with consumer numbers 1156221014280 and 1156220010554 were respectively given to Sri. Jacob Xavier and Shyney George, Pakalomattom house, Kaliyar P O. under Electrical Section Vannappuram in LT-5A tariff. Then the Forum received two separate complaints from Sri. Jacob Xavier and Shyney George and decided to continue the proceedings taking these two petitions as single one.

The complaint is that the electricity to these connections are being supplied with insufficient supply voltage which causes improper working of the motors installed for the purpose of water pumping. The petitioners filed these petitions before the Forum seeking supply with sufficient voltage level and compensation from the licensee for the loss incurred to the agricultural yields due to improper working of motors and consequent insufficient irrigation to the cultivation.

Version of the Petitioner:-

The petitioners Sri.Jacob Xavier and Shyney George, Pakalomattom house, Kaliyar P O, are consumers under Electrical Section Vannappuram with consumer numbers respectively 1156221014280 and 1156220010554 in LT-5A tariff. The petitioners complaint that the licensee is providing electricity in insufficient supply voltage to these connections. The petitioners state that the supply voltage to their connection is below 170volts. Due to this low voltage, the motors installed for pumping water are not working properly. Petitioners complaint that this improper working of motors causes insufficient irrigation to their cultivation, which ultimately results in incurring loss to the agricultural yields. The petitioners calculate a loss of about Rs.1.4 lakhs for the last two years due to this. The petitioner also alleges that the problem of insufficient and low voltage began to occur only after executing a shifting work in electrical lines.

Version of the Respondent:-

The consumer numbers furnished in the petition are in LT-5A tariff for agricultural purpose with connected load of 1159 each under Electrical Section, Vannappuram. The registered owner of Consumer number 1156221014280 is JACOB Xavier, Pakalomattom(H), Kaliyar P.O and of Consumer number 1156220010554 is Shyney George, Pakalomattom (H), Kaliyar P.O. The date of connection was 06-03-2012 and 09.03.2007 respectively.

On receiving the direction of the Forum for submitting statements of facts on the complaint, the respondent has conducted a site visit and verified the voltage levels of the connections of the petitioner. The respondent states that at the time of inspection the voltage level was sufficient and both pumps were operational and

pumping water at normal quantity. The respondent furnishes the details of voltages at the time of inspection as follows.

Consumer No	Voltage at Energy Meter	
	Without load	With load of 1.5HP motor
1156221014280	219 V	218.68 V
1156220010554	219.49 V	195.3 V

The respondent also claims that these values were accepted by the Petitioner.

The respondent admits that a low voltage problem exists in the Orakanni area, against which a mass complaint was received on 10/02/2023 at Electrical Section, Vannappuram, in which these petitioners are also signatories. It is found that the conductor capacity was insufficient due to the growth in the load over the times. A proposal for replacing 850mtr existing old single phase line was suggested for mitigating the voltage problem. Sanction for this work has been accorded and now it is under tender stage. The respondent assures that once the tender is finalized, the work can be completed within one week. It is expected that the low voltage problem will be solved with the completion of this work.

The respondent denies the allegation of the petitioner that the voltage problem emerged after the execution of a shifting work in the lines. The respondent refutes this allegation as not factual and technically incorrect. It was a work of re-alignment of a single phase line passing through the property of another consumer by shifting lines to the public road. It was done on work deposit basis. The respondent states that re-aligned lines were old and there were safety concerns. Moreover, the respondent observes that this re-alignment from the maintenance point of view is more convenient. In the opinion of the respondent, this realignment only helps to lessen the interruption frequency of the supply to these consumers.

The respondent also opposes the allegation of petitioner that loss was occurred due to low voltage problem. The respondent argues that the allegation is baseless and without any proof or supporting documents.

Analysis and findings:

Hearing was conducted at the chamber of the Deputy Chief Engineer, Electrical Circle Thodupuzha. The Forum afforded an opportunity to hear the Petitioner and the Respondent on 30/04/2024. Both the representatives of 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.

The petitioners are consumers under Electrical Section Vannappuram with consumer numbers 1156221014280 and 1156220010554 in LT-5A tariff. These connections were given respectively to Sri. Jacob Xavier and Shyney George, Pakalomattom house, Kaliyar P O. The complaint is that the electricity to these connections are being supplied with insufficient supply voltage which causes improper working of the motors installed for the purpose of water pumping.

In the hearing, petitioners alleged that the issue of low voltage to these connections was started only after work of shifting of lines done by KSEBL. They also allege that some consumers were added to the line along with the line shifting work. A mass petition given in February 2023, for converting lines to 3 phase was proved futile. The motors in agricultural tariff are not able to work properly in low voltage and result is loss in crops.

The petitioners in the hearing admit that the voltage when tested by the officials of KSEBL was 219 Volt. But the petitioners argue that motors can run only with 230 Volt. Petitioners also informed that they monitored voltage after the inspection of officials of KSEBL and found low voltage being recorded in the meter. Moreover, in the hearing, the petitioners also have suggested a 3 phase

conversion work for 200metre by which ,the petitioner believes, the voltage can be increased in their locality.

In the hearing, the respondent replied that the mass petition had received on 10.02.2023. Following this , an inspection was conducted on 18.03.2023 and found 219 Volt at that time. And it was also found that the motors were pumping waters. The respondent also informed that conductor for 850metre line was Weasel and Squirrel, which was proposed to replace with Rabbit. The respondent submitted that the proposed work is under process and expected to be completed in a week if there are no other issues from the public in taking up the work. The respondent also argued in the hearing that the claim for compensation to the loss in agricultural crops cannot be entertained.

The respondent assures that the proposed work of converting lines to 3 Phase in 850metre is intended to increase the voltage and the completion of the same can solve the voltage issue in the locality. The respondent assured that the work will be completed promptly.

This Forum like to point out 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 specified 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 petitioners 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. So this Forum directs the respondent to ensure the voltage level accordingly completing the proposed line conversion to 3 Phase. It is also directed that other means including the work suggested by the petitioners should be sought. If the specified Voltage level is not attained even after completion of the proposed line conversion to 3 Phase.

DECISION:

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

- 1. The respondent shall maintain the specified voltage level in accordance with Regulation 6 and 7 of the Kerala Electricity Supply Code, 2005 for the petitioners within one week as agreed by the respondent during the hearing before this Forum.**
- 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 8th day of May 2024

Sd/-

Biju Varghese
3rd Member
CGRF, Ernakulam

Sd/-

Jayanthi.S
2nd Member
CGRF-CR, Ekm

Sd/-

Sheeba. P
(CHAIRPERSON)
CGRF-CR, Ernakulam

Endt. On CGRF-CR/OP No.117/2023-24 Dated
Delivered to

Sri.George. P.S,
Pakolamattom House,
Kaliyar P.O., Kaliyar. P.O.,
Idukki Dist., Pin – 685 607

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, Thodupuzha
(2) The Executive Engineer, Electrical Division, KSEBL, Thodupuzha
(3) The Assistant Executive Engineer, Electrical Sub Division KSEBL,
Thodupuzha East
(4) The Assistant Engineer, Electrical Section, Vannappuram

