

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

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Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson  
2. Sri. Sanjeev Koshy,Executive Engineer, Member II  
3. Sri.C.K.Harikumar,Advocate,Member III

Monday 5<sup>th</sup> August,2024

**OP No.30/2024**

Between

Petitioner: Sri.Sminoj.M.S  
Thunduvilakathu Veedu,  
Pazhakutty.P.O.,  
Nedumangad.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Nedumangad  
  
(2) The Assistant Engineer,  
Electrical Section, Nedumangad

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer under Electrical Section Nedumangad. The petitioner has been experiencing voltage issues from the very beginning of availing service connection at the premises. The petitioner has given complaints regarding the issue to the officials of the licensee many times. But the issue was not resolved. Meanwhile many electric appliances at the petitioner's home got damaged due to frequent voltage fluctuations. The petitioner prays the Forum to direct the licensee to resolve the issue

**2. Version of the respondent**

The petitioner is a consumer with consumer number 1145473042298, under Electrical Section , Nedumangad with LT-IA tariff. When complaints of non-availability of voltage were regularly received, the premises was inspected to find out the reason and it was found that the

existence of only LT single phase line and construction of a number of new houses in the area is the reason behind the unavailability of enough voltage . In order to solve the problem, efforts were made to start work by including it in the Dyuthi 2.0 scheme, for the year 2022-23. But due to the shortage of LT ABC the work couldn't start at the proposed time. Work began in April 2024, however, during the hot summer months of April and May, it was not easy to execute the work by switching off the power supply for a long time due to complaints from the consumers and the work could not be completed on time . As the rainy season began, many electric posts got uprooted due to heavy rains. The contractor who did the work of conversion of SP OH Line by using LT ABC also had to take up the work of shifting the uprooted posts, due to which there occurred a delay in completing the work again. The work is completed now and the voltage issue has been resolved. At present, there is no voltage related issue in the premises.

### **3 Analysis and Findings**

The hearing of the case was conducted on 25/07/2024. Both the petitioner and the respondent were present .On going through the petition, version filed by the respondent and perusing all the documents, the Forum views that the petition pertains to voltage issue at the petitioner's premises. During the course of hearing ,the petitioner informed the Forum that after the voltage-related problem was resolved, there was a regular power outage in the premises .The Forum directed the respondent to submit a report on frequent feeder interruption, and to co-ordinate work to reduce the number of interruption happens. From the respondent's version it is understood that the grievance of the petitioner is redressed already.

### **DECISION**

Considering the facts and circumstances of the case the Forum, ordered as follows

- 1) The Forum disposes the case as the grievance of the petitioner is already resolved.
2. 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/-

Sd/-

Sd/-

C.K.HARIKUMAR

ADVOCATE  
MEMBER III

SANJEEV KOSHY

EXECUTIVE ENGINEER  
MEMBER II

LAILA.N.G

DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.30/2024/212

Dated : 06/08/2024

Delivered to:

1. Sri.Sminoj.M.S Thunduvilakathu Veedu, Pazhakutty.P.O., Nedumangad.
2. The Assistant Executive Engineer, Electrical Sub Division, Nedumangad K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Nedumangad.

Copy to:- 1.The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM  
2.The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.  
3.The Executive Engineer, Electrical Division, Nedumangad.