

**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. Sanjeev Koshy, Executive Engineer, Member II
3. Sri.C.K.Harikumar, Advocate,Member III

Friday 9th August,2024

OP No.32/2024

Between

Petitioner: The Director,
Cochin Cements Limited
8/1072, Mevelloor.P.O
Kottayam. 686609.

And

Respondents :1. The Deputy Chief Engineer, Electrical Circle,
Kottayam.
2.Assistant Executive Engineer
Electrical Sub Division,Kuruvilangad.

ORDER

1. Grievance of the petitioner

Cochin Cements Limited is an HT consumer under Electrical Section Peruva. It is very difficult for the petitioner to operate the factory due to the continuous and prolonged power outage. As a result the company is incurring huge losses. The petitioner complained to the Deputy Chief Engineer twice, but the issue was not resolved. During the initial construction phase of the factory an amount of 53,88,842/- was paid to the licensee on behalf of the company as per OYEC norms. At Piravom Substation ,switch gear has been installed exclusively for the company and a dedicated 11 KV line has been provided with electrical connection named CCL Feeder. But now, there are other feeders installed on CCL Feeder . As a result the company to face power failures and line faults. Therefore the petitioner requests the Forum that the

CCL Feeder be retained only for the company to avoid the production loss and financial loss that the company is currently facing due to the power outage

2. Version of the respondent

The petitioner is a HT consumer bearing consumer No.LCN 31/22/2268 under Electrical Section Peruva. The petitioner highlights the need for an uninterrupted power supply to the industry. To meet this demand a feeder named the CCL Feeder was established connecting 110 KV Substation, Piravom to the company by drawing an 11 KV OH line for 15km. In the case of interruption of CCL Feeder an alternate 11 KV Velloor Feeder from 110 KV Substation Vaikom to Pallipadi and OH feeder from 110 KV Piravom substation Mulakkulam six pale area are also made available. In response to earlier complaints about frequent power supply interruptions several remedial measures were undertaken. One of the primary actions involved clearing overhanging tree branches over the CCL feeder, particularly along a 3 km stretch from punchai AB to Velloor Railway, an area characterized by dense vegetation. Periodic clearing of the touchings was also carried out regularly. In addition to these measures it was decided to convert the 11 KV overhead line of the CCL feeder to an HT-AB cable covering 3 Km from punchai AB to Velloor Railway due to the line passing through above stated thick vegetation. An estimate of Rs.2,48,323/- was prepared for this project, and a work order was issued under the 'Dyuthi-2' 2023-24 scheme. The pole erection for this project has already been completed. However, the project experienced temporary delays due to a shortage of 150 mm² HT AB cable

Currently the laying of the HT AB cable is in progress and it will be completed shortly .Once the AB cable is laid, it will ensure that the consumer receives an uninterrupted power supply significantly improving the reliability of power delivery to the industry and addressing the concerns raised in the petition.

3 Analysis and Findings

First hearing of the case was conducted on 10/07/2024. Both the petitioner and the respondent were present. The Forum heard the matter in detail and then directed the licensee, to prepare a report on the measures that can be taken to reduce supply interruption. It was also intimated that the Forum would hear the matter once again after the report is ready.

Second hearing of the case was conducted on 25/07/2024. Both the petitioner and respondent were present. A detailed report on the measures were taken for reducing the supply interruption was submitted by the licensee at the time of hearing before the Forum. As per the report the necessary steps for executing works for reducing supply interruption are under processing for completing the same before September 2024. After executing the said works, KWA OH feeder can be solely given to CCL company, through the newly adding ABC line. Remaining all other transformers in that area will be connected to the parallel 11 KV feeder coming through this area. From the report submitted by the licensee, it is understood that the petitioner's, problem will be resolved by September 2024. The licensee shall take special care to complete the work on priority. Dedicated feeder is a set up solely for a consumer availed by paying money. The Forum strictly directed it is not a good practice to place other transformers for public in a dedicated feeder.

DECISION

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

1. The Forum directs the licensee to complete the works as soon as possible and a dedicated feeder shall be solely given to the petitioner's company before 31st October-2024 for ensuring the 24*7 power supply
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'.

<i>Sd/-</i> C.K.HARIKUMAR ADVOCATE MEMBER III	<i>Sd/-</i> SANJEEV KOSHY EXECUTIVE ENGINEER MEMBER II	<i>Sd/-</i> LAILA.N.G DEPUTY CHIEF ENGINEER CHAIRPERSON
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Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.32/2024/ 215

Dated : 09/08/2024

Delivered to:

1. The Director, Cochin Cements Limited, 8/1072 Mevelloor.P.O, Kottayam.
2. The Deputy Chief Engineer, Electrical Circle, Kottayam.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Kuruvilangad