

**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 28<sup>th</sup> April,2025

**OP No.77/2024-25**

Between

Petitioner: Sri. Vinod.S, Panicker,  
Ambrosia -The Classic Bake house,  
Krishna Commercial complex  
Bakery Junction,  
Thiruvananthapuram.

And

- Respondents: (1) The Assistant Executive Engineer  
Electrical Sub Division, Puthenchantha.  
(2) The Assistant Engineer,  
Electrical Section, Cantonment.

**ORDER**

**1. Grievance of the petitioner**

The petitioner is the owner of a bakery unit by name "Ambrosia-The classic Bake house" bearing consumer 114506008634 under Electrical Section cantonment, with a contracted load of 23 kW. The tariff allotted to the premises is LT VII A. The premises is primarily for running a coffee shop which is having direct entrance from outside. In addition to this he has occupied another premises having a separate electricity connection adjacent to his premises having its own electricity connection for allied commercial use at his premises. The premises is under occupancy of the

petitioner, Sri. Vinod.S Panicker on right of occupancy under lease from its owner Smt. Keerthi Dhar. The ownership of this electricity connection at the premises of consumer No.1145064006792 is on the name of Smt. Kasthuri, mother of Smt. Keerthi Dhar.

On 06/08/2024, the Assistant Engineer, Electrical Section Cantonment issued notice directing the petitioner to dismantle anyone of the above electric connections and stated that the law does not permit to continue to use Con.No.1145064006792 and 114506008634 simultaneously on the same premises. On receiving the notice the petitioner contacted the owner of the premises, Sri. Keerthi Dhar and conveyed the matter, But she refused to dismantle the connection at her premises and it was communicated to the officials of the section office. However the Assistant Engineer has taken different stand on the matter and accuses the petitioner for violating the Regulation 52 of the Kerala Electricity Supply Code 2014

The petitioner argued that the premises of consumer number 114506008654 is use for running the petitioner's coffee stop and premises of consumer No.1145064006772 for its auxillary use. These are independent premises and no law or regulation under Electricity Act 2003, prevents the petitioner from using these independent premises for running the petitioner's institution and using electricity supplied at the respective premises. Further the licensee has not provided more than one electric connection in any of the above premises at same voltage level or otherwise. Hence the licensee conveniently forgets the fact that those electric connection were given by the licensee to two separate buildings units in the same building complex on the names of separate persons which having separate entrance from outside Therefore the petitioner prays the forum to declare the disconnection notice as illegal.

## **2. Version of the respondent**

The respondent conducted a surprise inspection in the premises of petitioner on 23.08.2024 .Upon the site inspection, it was found that the

petitioner uses dual electricity connections under consumer number 114506008634 and 1145064006792 utilized by the petitioner at premises located in the Krishna commercial complex Bakery junction, Thiruvananthapuram.

The respondent argued that the dual connections did not comply with the Regulation 52 of Kerala Electricity Supply code 2014, as the both connections served the same purpose under premises that were physically and functionally connected. Subsequently the licensee noticed as per Regulation 138 (1) of Kerala Electricity Supply Code 2014 to dismantle either of the above said connection. The respondent acted their statutory authority and adhered to due process by issuing notices, offering the petitioner an opportunity to address the issue before any disconnection action. Therefore the respondent prays the licensee to dismiss the petition.

### **3 Analysis and Findings**

The hearing was conducted on 04/03/2025. Both the petitioner and respondent were present and heard the matter in detail.

The subject matter of the case is the licensee issued notices regarding dual electricity connections under consumer 114506008634 and 1145064006792, utilized by the petitioner at premises located in the Krishna commercial Complex Bakery junction Thiruvananthapuram. Here the petitioner is using two service connection in a single premise as a Bakery (Ambrosia) and it is a clear cut violation of the Regulation 52 of Kerala Electricity Supply Code 2014. **As per Regulation 52 of Kerala Electricity Supply Code 2014 supply of electricity to be given only at one point for same purpose at same voltage level in single premise.** By using the dual service connection, the consumer has violated the provisions of the code, which entitle the licensee to disconnect the supply as per regulation 138 (1) .

It is also impertinent to note that the above mentioned service connection was availed on 26/07/2024 and 28/08/2000 and at that time electric connections were provided at separate premises and it clearly

shows both are different. But now the petitioner is using the above two premises as a single premises. That means he is using or allowing supply of electricity to other premises from other connections without the permission of licensee which also leads to the cause of disconnection of electricity supply.

The Forum also dismissed the contention of the petitioner that he is using the above electricity connection at different voltage levels 415V and 240v. **As per Reg 6 of the kerala Electricity supply Code 2014 There are 3 voltage levels which are shown below.**

**(a) Low Tension (LT) supply,-(i) Single phase 240 Volts between phase and neutral;(ii) Three phase 415Volts between phases;**

**(b) High Tension (HT)supply,-(i) Three phase 11,000 Volts (11kV) between phases;(ii) Three phase 22,000 volts (22 kV) between**

**(c) Extra High Tension (EHT) supply,-(i) Three phase 66,000 volts (66 kV) between phases;(ii) Three phase 110,000 Volts (110 kV) between phases;**

**(iii) Three phase 220,000 Volts (220kV) between phases;(iv) Three phase 400,000 Volts (400kV) between phases.**

Here 240v and 415 v are the supply voltage in the LT Voltage level.Hence it is clear that that the petitioner is violating the Regulation 52 of the Kerala Electricity supply code 2014.

**DECISION**

- 1.The disconnection process initiated by the licensee is valid.
- 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/-*

C .K.HARIKUMAR

ADVOCATE  
MEMBER III

*Sd/-*

SANJEEV KOSHY

EXECUTIVE ENGINEER  
MEMBER II

*Sd/-*

LAILA.N.G

DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

*Sd/-*

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.77/2024/781

Dated : 30/04/2025

Delivered to:

1. Sri. Vinod.S, Panicker, Ambrosia -The Classic Bake house, Krishna Commercial complex, Bakery Junction, Thiruvananthapuram. Con.No.114506008634.
2. The Assistant Executive Engineer, Electrical Sub Division, Puthenchantha.
- 3.The Assistant Engineer, Electrical Section, Contonment.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.
3. The Executive Engineer, Electrical Division, Thiruvananthapuram.