

**CONSUMER GRIEVANCE REDRESSAL FORUM
NORTHERN REGION, KOZHIKODE.**

(Formed under section 42(5) of Electricity Act 2003.)

Vydyuthibhavan, Gandhi Road, Kozhikode -673011

Telephone Number -0495 2367820 Email.cgrfkzd@kseb.in

PRESENT

SANDHYA DIVAKAR : CHAIRPERSON

BUSHARA.V : MEMBER (LICENCEE)

FRANCIS. A. C : MEMBER (LAW)

OP 11/2025-26

PETITIONER :-

**SRI. AHAMAD BARAMY
20/1095 A, Emme,
CHERUMANASSERY ROAD
PANNIYANKARA
P.O KALLAI
KOZHIKODE-673003**

RESPONDENTS :-

- 1. THE ASSISTANT EXECUTIVE ENGINEER,
ELECTRICAL SUB DIVISION,
KALLAI, KSEB LTD.,
KOZHIKODE DISTRICT**
- 2. THE ASSISTANT ENGINEER,
ELECTRICAL SECTION, KALLAI ,
KSEB LTD, KOZHIKODE DISTRICT.**

ORDER

Background of the case:-

The Petitioner, Sri Ahamad Baramy, 20/1095 A, Emme, Cherumanassery Road, Panniyankara, P.O. Kallai, Kozhikode- 673003, Con. No: 1166347012507, a Prospective Prosumer Complaints about the technical glitch in the Oruma Net Software of KSEBL, Which Prevents the Petitioner to complete his registration process as a Prosumer.

Argument of the Petitioner :-

The Petitioner Sri Ahamad Baramy has requested a 5KW Feasibility For Solar plant installation under Cherumanassery transformer under Electrical Section Kallayi, KSEB. However, While proceeding with the next step of paying the registration fee, the Petitioner encountered a technical error on the KSEB portal, which is currently preventing him from completing the process.

Though there is 16KW balance in the recently upgraded transformer of ES Kallai, the Petitioner is unable to get the feasibility as there is some technical glitch in OrumaNet. Eventhough Assistant Engineer of the Section has tried to resolve the issue, couldn't get any revert regarding the same.

Hence the Petitioner requests CGRF to take this issue into consideration and allow him to complete the registration process once the technical issue is resolved, without any penalty or cancellation of his application.

Documents From Petitioner Side:

P1) Copy of cash receipt No:66340250314101061 dtd 14.03.2025 for Rs.1180/-

P2) Copy of Aadhar card of Petitioner

Argument of the Respondent:-

The Version of the Respondent is as follows:

- **The Petitioner is a three phase domestic consumer under Electrical Section Kallayi With Con. No: 1166347012507**
- **The Petitioner has submitted the application for solar Connectivity on 13.03.25 But could not give Feasibility.**
- **When the feeder feasibility of Cherumanassery Transformer is Checked, the Connected load is 102 KW. But the balance shown is 1.2KW. But available balance shown for the transformer is 26 KW. As there is contradiction between both the reports, feasibility could not be given .**

- **Actions have been initiated for detailed scrutiny of both the reports**

Documents From Respondant Side:

R1) Copy of solar on grid feeder feasibility report register

R2) Copy of DTR capacity available report

Summary of the Hearing of the Forum:

The First sitting of the forum was convened on 15.05.2025 Forenoon at Court Hall, CGRF(NR), Vydyuthi Bhavanam, Kozhikode in which both parties were present.

Petitioner repeated that 16KW was available while they checked (on line) the feeder feasibility of the 160KVA Cherumanassery Transformer. Hence installed the Solar plant and applied for connectivity.

Respondent informed that as per rules, only after getting feasibility from the Concerned Electrical Section, Solar plant should be installed by the Consumer. The Petitioner also agreed to it.

Respondent informed that due to a glitch in OrumaNet, the error has occurred. A 160KVA transformer can accommodate 129.6KW Solar captive power (160 x 0.9x90%). But 2 Nos Of LT consumers

feeding from HT feeders of Cherumanassery 160KVA transformer were treated as HT Prosumers. Hence, when 10KW+5KW Captive power of these consumers are added, total grid Connected KW Comes to 126.4 KW and available balance is 2.6 KW only.

The Petitioner put forth two solutions:

1) The neighbouring prosumer, Smt.Fausiya with Con No: 13311 is ready to reduce their Solar Capacity from 3.0 KW to 2.00KW in favour of the Petitioner. Smt. Fausiya's son, who was present along with Petitioner agreed to it. The Petitioner also will reduce their Captive power to 3KW. Hence the revised availability of 3.6KW can meet the Petitioner's demand of 3KW.

OR

2) Any one of the fag end prosumer of the Cherumanassery Transformer can be shifted to another transformer.

Forum directed the Respondent to look into these suggestions and come with an amicable solution on next hearing scheduled on 22.05.2025.

In the second sitting convened on 22.05.25 forenoon at CGRF court hall, both the parties were present. Respondents informed that fag end Load of Cherumanassery transformer, including two

prosumers with 10KW &15KW, Captive generation is shifted to Neelichira transformer. OrumaNet is updated accordingly. Feasibility report will be furnished to the Petitioner within two working days.

Having considered all the documents submitted and the deliberations during the hearing, the Forum has come to the following conclusion leading to the decision.

Decision:-

The feasibility report may be furnished to the Petitioner as agreed by the Respondent with in two working days.

The Petition is disposed accordingly.

Dated this the 22nd day of May 2025

Sd/-

**Francis. A. C
Member (LAW)**

Sd/-

**BUSHARA.V
Member (LICENSEE)**

Sd/-

**SANDHYA DIVAKAR
Chairperson**

Endt.on CGRF-NR/OP 11/2025-26/ 82

Dt 28 / 05 /2025

Forwarded to:

- 1) **SRI. AHAMAD BARAMY**
20/1095 A, Emme
CHERUMANASSERY ROAD
PANNIYANKARA
P.O KALLAI
KOZHIKODE-673003
(By speed post)

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the State Electricity Ombudsman, D.H. Road, Offshore Road Junction Gandhi Square, Eranakulam, Kerala- 682016.(Ph: 0484 2346488) within 30 days from date of receipt of this order.

2) THE ASSISTANT EXECUTIVE ENGINEER,
ELECTRICAL SUB DIVISION, KALLAI,
KSEB LTD, KOZHIKODE DISTRICT.
(By Email&Post)

3) THE ASSISTANT ENGINEER,
ELECTRICAL SECTION, KALLAI ,
KSEB LTD, KOZHIKODE DISTRICT
(By Post)

Copy submitted to:

1. The Secretary, KSEB Ltd,
Vydyuthi Bhavanam, Thiruvananthapuram.
(By Post)
2. The Deputy Chief Engineer, TRAC, KSEBL,
Vydyuthi Bhavanam, Thiruvananthapuram.
(By Email)

Forwarded
Sd/-
Chairperson.