

**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 30th May,2025

OP No.85/2024-25

Between

Petitioner: Sri. Sajikumar.M.B
Rohini
Pala, Kottayam.

And

Respondents : (1) The Assistant Executive Engineer
Electrical Sub Division, Pala

(2) The Assistant Engineer,
Electrical Section, Pala

ORDER

1. Grievance of the petitioner

The complainant,Sri.Sajikumar.M.B has an electricity connection bearing consumer number 1156249016454 under the jurisdiction of Electrical Section Pala. The petitioner complains about the frequent power supply disruptions in his locality in almost all days. The petitioner alleges that the phone calls made to the licensee are not answered properly and also get inappropriate replies from the officials of the licensee who answers the phone calls.The petitioner states that the recurring power outages in their locality, which have been significantly impact their daily life.The petitioner argued that in order to avoid the interruption a dedicated feeder exclusively for the Murikkumpuzha region is inevitable. These power interruptions severely disrupt the petitioner's professional duties, pose risk to electrical appliances and interfere with essential daily activities. Therefore the petitioner request this Forum to conduct an investigation in

the subject matter to develop a comprehensive plan to ensure a reliable power supply , to the entire locality in the Pala .

2. Version of the respondent

The respondent states that the petitioner's locality comes under the jurisdiction of Electrical Section, Pala which receives its electricity supply from 100 KVA Karippathikandom transformer which is a part of mutholy 11 KV feeder. The Mutholy KV feeder extends nearly 6 km from the Pala substation towards with six branch lines, each ranging between 1 to 2 Km in length, supplying power to interior remote areas. Among these branches, only two are equipped with aerial bundled (ABC) cables. While the main feeder line and the remaining branches utilizes overhead (OH) lines. This area is having large number of rubber plantations and due to uprooting of rubber trees and falling of branches of the trees will cause frequent supply interruption, In order to minimize the supply interruption ABC cables were extensively deployed under the Integrated Power Development Scheme (IPDB), but complete conversion of the OH network to ABC was not feasible under this scheme. However, under the Revamped Distribution Sector Scheme (RDSS), a new proposal for upgrading the Mutholy OH feeder to covered conductors has been sanctioned. By the implementation of RDSS proposal supply interruption will reduce significantly.

Regarding the establishment of new feeder,exclusively for Murikkumpuzha region ,the respondent asserts that the complainant's Premises is located near the town and the existing feeder load remains within permissible limits. Therefore the proposal of new feeder is not feasible..

3. Analysis and Findings

The hearing of the case was conducted on 24/04/2025. Both the petitioner and the respondent were present on the hearing and the forum heard the matter in detail. On examining the petition, the counter statement of the respondent, the documents attached and the arguments made during the hearing and considering all the facts and

circumstances of the case, this Forum comes to the following findings and conclusions leading to the decision thereof.

The grievance of the petitioner is regarding the frequent interruption in the supply to his premises. The respondents version is that after completing the RDSS scheme the interruption in the petitioner's area can be reduced considerably.

Section 42 of the Electricity Act, 2003 deals with the duties of distribution licensees and open access.

(1) It shall be the duty of distribution licensee to develop and maintain an efficient coordinated and economical distribution system in his area of supply and to supply electricity in accordance with the provisions contained in this Act. On observing the records submitted by the licensee it is clear that there is frequent interruptions of power supply in the Mutholy feeder. The Forum also acknowledges that the frequent interruption is prevalent in the summer seasons, particularly during the month of January-March. However the respondent has not taken any steps, which is a serious lapse on the part of licensee. Therefore, this Forum directs the respondent to minimize the duration and frequency of interruption for the petitioner as much as possible. Additionally, all the scheduled outages must be communicated to the affecting consumer at least twenty four hours in advance specified in the **Regulation 4(7) of the Kerala State Electricity Regulatory Commission (Standards Of Performance of Distribution Licensees) Regulations 2015**. This Regulation is quoted below.

Regulation 4 (7) period of scheduled outages:-

“ Interruption in power supply due to scheduled outages other than load shedding, shall be notified by licensee at least twenty four hours in advance and such interruption shall not exceed ten hours in a day.

Hence the Forum concludes that the licensee is obliged to redress the grievance of the petitioner. Considering the geographical condition of this area (thickly vegetated rubber plants) the licensee should ensure that the touching removals are done in a prompt manner.

DECISION

- (1) The respondent is hereby directed to include the works in the coming plan schemes to minimize the interruption after conducting a technical analysis and discussion with higher authorities of licensee at the earliest.
- (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.85/2024-25/ 821

Dated : 06/06/2025

Delivered to:

- 1.Saji kumar.M.B,Rohini,Pala,Kottayam.
2. The Assistant Executive Engineer, Electrical Sub Division, Pala
3. The Assistant Engineer, Electrical Section, Pala.

Copy to:-

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