

**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**

**FRANCIS. A. C            :      MEMBER (LAW)**

**OP 17/2025-26**

**PETITIONER :-**

**SRI. PANDARAVALLAPPIL JAYAN  
GEETHA NIVAS,  
VENGARA P.O  
KANNUR-670305**

**RESPONDENTS :-**

- 1. THE ASSISTANT EXECUTIVE ENGINEER,  
ELECTRICAL SUB DIVISION,  
PAYANGADI, KSEB LTD.,  
KANNUR DISTRICT**
- 2. THE ASSISTANT ENGINEER,  
ELECTRICAL SECTION, MADAY ,  
KSEB LTD, KANNUR DISTRICT.**

# **ORDER**

## **Background of the case:-**

**The Petitioner, Sri Pandaravalappil Jayan, Geetha Nivas, Vengara P.O., Kannur-670305, Con. No: 1166432019216, complains about drastic dropping of the terminal voltage at his premises even at 50% of his connected load of 42953W. The Petitioner requests the forum to instruct KSEB Madayi Section to ensure that the terminal voltage is at 380V load to operate all his connected load of 42953 Watts.**

## **Argument of the Petitioner :-**

**The Petitioner, a Consumer with Con.No.1166432019216 coming under Electrical section, Maday informs the forum that he can not utilize his full connected load of 42953 Watts due to dropping of terminal voltage from 380V to 260 V, even while connecting 50% of his rated load. He also states that earlier he could operate 24x2KVA Aerators but now he cannot use his 16x2KVA Aerators due to drastic dropping of terminal voltage. The Petitioner also claims that he had paid full expenses for enhancing the 100 KVA transformer to 160 KVA transformer for enabling his connected load of 42953 Watts. And he also complains that the newly added**

**consumers, are connected to this 160KVA transformer instead of installing new transformer for them. Hence Petitioner requests the forum to consider this matter favourably and kindly instruct KSEB Madayi Section to ensure the designated terminal voltage to operate all his connected load of 42953 Watts.**

**Documents From Petitioners Side:**

**P1) copy of an extract from the estimate amounting to Rs.3,68,500/-**

**P2) Demand note dtd. 8/9/21 of Asst. Engineer, Electrical section, Payangadi addressed to Petitioner with an estimate amounting to Rs.2,80,592/-**

**P3) Payment details dtd 9-9-21 for Rs.2,85,000**

**Argument of the Respondent:-**

**In his version, the Respondent states that the Petitioner had initially availed a single phase service connection with Con No:1166425029462 under Electrical Section Payangadi (now the consumer is coming under Electrical Section Madayi under 5B Tariff for shrimp farm purpose) on 28-10-2020 for a connected load 1350 watts. On 03-02-2021 the Petitioner has submitted an application for phase conversion of the service connection. After remitting the estimates amount on 05-06-2021, the conversion**

**of 1.61 Km single phase to three phase (under line extension category), was completed on 30-06-2021 and the connected load was changed to 5328 watts, the Respondent added.**

**Respondent further states that subsequently on 04-08-2021, the Petitioner had submitted another application for enhancing the connected load from 5328 watts to 35453 watts. So, based on field verification and after necessary load study, the Assistant Engineer, Electrical Section Payangadi determined that supplying the requested additional load from the existing transformer was not feasible with proper voltage, since the existing 100kVA Moolakikadavu transformer has no sufficient spare capacity to accommodate the additional 36KW load at the tail end of the line. Hence a notice was issued to the consumer highlighting the necessity of separate transformer and requested him to contact office for deciding the transformer location so as to prepare the estimate for additional work.**

**The Respondent points out that even though the above notice was served at the consumer premises on 12-08-2021 by field staff, the responsible person at the premises had not accepted the same. Hence Assistant Engineer, Electrical Section, Payangadi was compelled to sent the notice**

**by registered post on 13-08-2021. Still the Petitioner didnot contact the office. Instead he filles complaints at various forums including CMO portal and also to this Hon'ble Forum.**

**The Respondent further submits that on 03-09-2021, the Executive Engineer, Electrical Division, Payyannur along with Assistant Executive Engineer and Assistant Engineer, Payangadi visited the site in the presence of Petitioner for resolving his complaints. Considering the nature of load to be connected and site conditions it was decided for upgrading the existing 100kVA transformer to 160kVA. An estimate amount of Rs.253983/- has been sanctioned for this work and demand notice for Rs.280592/- was issued by Assistant Engineer Payangadi on 08.09.21, including the cost of enhancement of connected load at the consumer premise. The Petitioner remitted the amount on 09-09-2021 and the work of replacing the existing 100kVA transformer with 160KVA transformer was completed on 10-09-2021 itself. On the same day, the connected load was enhanced from 5328 watts to 35453 watts, effected in respect to consumer No.1166425029462. The Respondent further informs that the Petitioner has later submitted another application for enhancing the load from 35453 to**

**42953 watts and the same was effected on 08.10.2021.**

**The Respondent further informs that mean while, one Mr. Pavanan requested for power requirement of 90 kVA in the same location, jointly with other three similar applicants for shrimp farm purpose and an estimate amounting to Rs.22,76,500/- for constructing 1.7 km 11kV line and erecting one 160 kVA DTR, was sanctioned vide AS No.TS1/50/2/2021-22/95 Dtd 04-06-2021 of the Executive Engineer, Electrical Division Payyanur and the demand notice was issued to the applicants. But nobody remitted the amount. Further on 25.03.2023, Agency for Development of Aquaculture Kerala (ADAK) had submitted an application for drawing 11kV line 1.45 km and installing 250 kVA DTR vide letter No. ADAK/ RO(NZ)/ 01/ 2023. Based on this application an estimate of Rs.23,43,882/- was prepared and intimated to the applicant on 27.03.2023. But ADAK made the payment only on 13.02.2024. Meanwhile, the KSEBL has revised the cost data on 02/2024, hence the estimate was revised to Rs.39,12,224/-based on the new cost data on 12-03-2024 and intimated to ADAK for remitting balance amount amount Rs.7,85,342/- (Rs.3912224-2343882=785342/-).**

**The Respondent clarifies that only after completing the above work, the low voltage issue raised by the petitioner could be resolved.**

**Site mahazar dated 19.05.2025 prepared by the Assistant Engineer, Electrical Section Madayi is submitted before the forum by the Respondent which shows the night peak voltage at the premises is around 165V only.**

**Hence the Respondent humbly prays before the Honorable Forum to accept the above facts and to dismiss the complaints.**

**Documents From Respondent Side:**

**R1) Site Mahazar dated 19.05.25**

**Summary of the Hearing of the Forum:**

**The hearing of the case was convened on 17-06-25 forenoon at conference hall of Electrical Circle, Kannur, at Vydyuthi Bhavan in which the nominee of the Petitioner and the Respondent were present.**

**The Petitioner's nominee informed that the transformer was enhanced during Sept 2021 and till the summer season of the year 2024, there was no voltage issue. Since 2024, the Petitioner is unable to operate the aerators in his farm.**

**The Respondent's argument was as follows:**

**The Petitioner's premises is at the fag end of the LT line from moolakkel kadavu 160 KVA transformer of 11KV Muttam feeder of Pazhayangadi 110KV substation. It is observed that due to alarming increase in A/C load, the feeder used to trip on overload after 11.00 pm and on 3/5/25 at 11.10 pm load on the transformer was measured and it was only 118 KVA <80% of 160KVA, even though during 2024 summer season it was 170 KVA. Hence the Petitioner's opinion that the voltage drop is due to addition of load to this transformer is baseless.**

**At the time of enhancement of this transformer, it was informed orally to the Petitioner that sufficient voltage could be obtained only on extension of 11KV line and installing a transformer near to his premises. But he was not willing for 11KV line extension work.**

**One of the beneficiary of the work proposed by ADAK is the Petitioner himself and on completion of the said work, the voltage issue will be resolved.**

**The delay from ADAK side for remittance of balance amount is may be due to red tapism, Respondent added.**

## **Observations of the Forum:**

**1) The Petitioner is suffering from low voltage issue which is evident from the site mahazer dated 19-05-2025 (Exh R1) in which phase voltages are recorded as 162V,167V&165V,. The mahazar was prepared based on the directions from the forum.**

**2) The Agency for Development of Aquaculture Kerala (ADAK) has already remitted an amount of Rs.23,43,882/- with KSEBL on 13.02.2024 for installing a 250KVA DTR after drawing 1.45 Km 11KV line.**

**There has been about one year's delay from the side of ADAK in remitting the estimate amount and mean while the KSEBL cost data revised. Accordingly, revised estimate amount comes to Rs.39,12,224/- and ADAK is yet to remit the balance amount. On remittance of this balance amount, only licensee could start the work.**

**3) Forum observes that an amount of Rs.23,43,882/- from ADAK is with the licensee from 13.02.2024. Due to red tapism this public money could not be utilized for the benefit of the public. Hence the forum suggested to the Respondent to execute the work of drawing of 1.45 Km 11KV line as proposed by ADAK.**

**It is the duty of the licensee to maintain the specified voltage level as stipulated in Section 4 to 8 of Kerala Electricity Supply Code 2014. And hence the KSEBL should install a 100KVA transformer at the extended 11KV line and the service connection of the Petitioner is to be shifted to this 100KVA transformer so as to maintain the requisite supply voltage. When ADAK remits the balance amount of Rs.7,85342/-, the 100KVA transformer may be replaced with 250KVA . On this suggestion, Respondent informed that as this area, prawn farm is a water logged area and hence the work of drawal of 11KV line could be started only in December. The Petitioner also seconded this opinion.**

**Based on the documents submitted by both the parties and the deliberations during the hearing, the Forum has come to the following conclusion leading to the decision.**

**Decision:-**

**1) The Respondent is directed to execute the 1.45 Km long 11KV LE work suggested for ADAK on receding of water from the water logged area of the premises and to install one 100KVA transformer near the Petitioner's premises. The service connection of the consumer should be shifted to this new transformer.**

**2) The above work should be completed in all respects by 31-01-2026**

**3) Meanwhile, the Respondent may approach people's representatives to speed up the remittance of balance amount by ADAK so that if that amount is remitted by 31.01.2026, 250KVA transformer itself can be installed and licensee can save the cost of one 100KVA transformer.**

**The Petition is disposed accordingly.**

**Dated this the 17th day of June 2025**

Sd/-  
Francis. A. C  
Member (LAW)

Sd/-  
SANDHYA DIVAKAR  
Chairperson

**Endt.on CGRF-NR/OP 17/2025-26/ 119**

**Dt 21/ 06 /2025**

Forwarded to:

1) SRI. **PANDARAVALLAPPIL JAYAN**  
GEETHA NIVAS,  
VENGARA P.O  
KANNUR-670305

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, Ernakulam, Kerala-682016.(Ph: 0484 2346488) within 30 days from date of receipt of this order.

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

3) THE ASSISTANT ENGINEER,  
ELECTRICAL SECTION, MADAI ,  
KSEB LTD, KANNUR 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.