

**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 20/2025-26

PETITIONER :-

SRI. EBIN JOSEPH,
MANAGING PARTNER ,
INTERNATIONAL TARPAULIN CO.,
PLOT D-5, KINFRA TEXTILE CENTER,
THALIPARAMBA
KANNUR - 670142

RESPONDENTS :-

1. THE ASSISTANT EXECUTIVE ENGINEER,
ELECTRICAL SUB DIVISION,
ALAKKODE , KSEB LTD.,
KANNUR DISTRICT
2. THE ASSISTANT ENGINEER,
ELECTRICAL SECTION, CHAPPARAPADAVU ,
KSEB LTD, KANNUR DISTRICT.

ORDER

Background of the case:-

The Petitioner, Sri.Ebin joseph, Managing partner, International Tarpaulin co., Plot D-5, Kinfra Textile center, Thaliparamba, Kannur-670142 with Con No: 1167456016059 under Electrical Section, CHAPPARAPADAVU has approached the forum for resolving the high voltage issue(ie)above 250V in all 3 phases, facing for the past one month. The Petitioner request the forum to resolve this voltage irregularity and to ensure safe consistent supply to his premises.

Argument of the Petitioner :-

The Petitioner Ebin Joseph is a consumer with Con.No. 1167456016059 coming under under Electrical Section, Chapparapadavu.

The Petitioner is submitting this complaint on behalf of International Tarpaulin Company regarding an unresolved complaint ID:13112816000 (Exh. P1) concerning high voltage issues. He informs the forum that for the past one month his premises has been experiencing voltage levels consistently above 250V in all the phases. Hence the Petitioner adds that despite registering the complaint in this regard and also following up with Chapparapadav Section, no proper corrective action has been taken so far. The Petitioner informs that this ongoing issue is affecting their operations and poses a serious risk to their equipment.

The Petitioner requests the forum to take immediate steps to address and resolve the voltage irregularity, to ensure safety and consistency in supply and to provide a clear status update on the complaint.

Argument of the Respondent:-

In his version, as introduction, the Respondent states that the Petitioner M/s. International Tarpaulin co., Plot D-5, Kinfra Textile center, Nadukani bearing Con No: 167456016059 is an LT consumer of Electrical Section Chapparapadava under Electrical Sub Division Alakode whose connected load is 17045watts. And the Petitioner is getting electricity from 100 KVA KINFRA-D-1 Transformer, the first transformer in 11 KV Kinfra feeder of 33 KV Substation Nadukani. And also the 33 KV supply to Nadukani substation is from 220 KV substation Taliparamba through 15km cross country overhead double circuit line.

The Respondent points out that the 11KV Kinfra feeder is a dedicated feeder to feed the consumers of Kinfra Industrial Area, Nadukani. And this feeder has a total circuit length of 7.2 kilometers (i.e 7km OH line and 0.2 km UG cable) and maximum radial distance of 3km. The Respondent claims that the interruptions in the 11KV Kinfra feeder is very low and to substantiate this interruption details of the last five month are attached as below.

<u>11 KV KINFRA FEEDER</u>					
YEAR	MONTH	SCHEDULED		UNSCHEDULED	
		DURATION (MINUTES)	NO.OF TIMES	DURATION (MINUTES)	NO.OF TIMES
2025	JANUVARY	7	6	5	1
	FEBRUVARY	404	9	5	1
	MARCH	7	4	26	3
	APRIL	13	4	10	2
	MAY	60	18	493	10
	TOTAL	491	41	539	17

The Respondent concludes that the unscheduled interruption during the month of May 2025 was comparatively high due to natural calamity.

The Respondent further submits the para wise reply for the Petitioners Arguments.

Para.1

The voltage at consumer end was varying due to fluctuations in the gird. (The data downloaded from the energy meter installed at the Petitioner's premises is submitted as Exh. R1). There is no on-load tap changing facility at 33KV substation Nadukani and the voltage is regulated from 220KV substation Taliparamba. The voltage balancing of three substations are operated from 220KV Taliparamba substation.

As per KSEERC supply code 2014, the Respondent states that the LT supply voltage is 240V in single phase and 415V in three phase with 6% on higher side and lower side. The voltage has been maintained within the limits in most of the times. Strict instructions has been given to the operators to maintain the transmission voltage within the limits.

During the month of May 2025, wide variation in voltage has seen occurred due to sudden variation in grid voltage. The Electrical Section Chapparappadva and Electrical sub division Alakode have been given Special attention to the 11KVA Kinfra Feeder as already known to the consumers in Kinfra Nadukani.

Based on the complaint request registered by the Petitioner, the field staff had checked the site to rectify the complaint and found that it was due to grid voltage variation and closed the complaint accordingly. After receiving the meter downloaded data, a meeting was conducted with Transmission wing and it was decided to reduce one tap position less from the existing position and to vigilantly watch the voltage at 220KV substation Taliparamba to avoid the issue. Accordingly off-load tap position of 8MVA power transformer at 33KV substation Nadukani has lowered by one position.

Even though no other consumers have raised similar issue, this office has taken the consumer complaint

seriously. This problem may affect the consumer due to the following reasons on the consumer side:

1. The voltage rating of the machinery at the premises is seen different from standard value of 240V/415V. The rating of the machinery has been seen as 230V/380V.

(Site Mahazer prepared on 05.06.2025 is submitted as Exhibit R2 to support this statement.)

2. The consumer informed that the maximum input voltage of the servo controller is 240V and it is understood that if the voltage is raising beyond 240V the servo controller may not give the output.
3. The name plate details of some of the machinery is not available.

These are the major cause of interruption to the consumer and may not be the issue from KSEB side.

Para.2

1. The action taken to resolve the over voltage issue is already explained (Para.1-reply).

2. The interruptions in the 11KV Kinfra feeder is very low and the last five month's details are already mentioned in the preface.

A whats' app group has been formed exclusively for the consumers in Kinfra, Nadukani. Hence all the scheduled interruptions are informed through that group, in addition to

OMS to avoid the difficulties to the consumers in prior time and are updated before outages. Unscheduled interruptions are also informed through this group as per the available data. And hence KSEB is maintaining safety and consistency in supply.

Para 3.

After receiving the meter downloaded data, a meeting was conducted with transmission wing and it was decided to reduce one tap position from the existing position and to vigilantly watch the voltage at 220KV substation Thaliparamba to avoid the issue. Accordingly off-load tap position of 8MVA power transformer at 33KV substation Nadukani has lowered by one position. This may affect the tail end consumers.

Hence the Respondent pleads before the forum to take kind consideration and acceptance of his explanation. He also mention that KSEB is keen to serve its consumers better.

Observations & Analysis of the forum :-

The hearing of the case was convened on 17-06-2025 forenoon at the conference hall of Ele.Circle at Vidyuthi Bhavanam, Kannur in which both the parties were present.

The Petitioner informed that the voltage issue is resolved and he has no grievance at present and the case is settled.

Respondent assured that the voltage profile of the Petitioner will be closely monitored by the licensee.

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:-

As the grievance of the Petitioner is addressed by the Respondent and both the parties are agreed for settlement, the OP is dismissed

The Petition is dismissed accordingly

Dated this the 17th day of June 2025

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

Sd/-
SANDHYA DIVAKAR
Chairperson

Endt.on CGRF-NR/OP 20/2025-26/ 118

Dt . 21/ 06 /2025 .

Forwarded to:

- 1) Sri. EBIN JOSEPH
MANAGING PARTNER,
INTERNATIONAL TARPAULIN CO ,
PLOT D-5, KINFRA TEXTILE CENTER,
THALIPARAMBA,
KANNUR - 670142

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, KSEB LTD,
ALAKKODE.
KANNUR DISTRICT.

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

Copy submitted to:

1. The Secretary, KSEB Ltd, Vidyuthibhavanam,
Thiruvananthapuram.
2. The Deputy Chief Engineer, TRAC, KSEBL,
Vidyuthibhavanam, Thiruvananthapuram.

Forwarded
Sd/-
Chairperson.