

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

(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**

**RAJU C.K : MEMBER (LICENCEE)**

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

**OP 41/2025-26**

**PETITIONER :-**

**Sri. C.B.V. SIDDIQUE  
AL FALAH,  
NEAR GRAND AUDITORIUM,  
KALLAI- P.O, KOZHICODE**

**RESPONDENTS :-**

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

# **ORDER**

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

**The Petitioner, Sri. C.B.V. Siddique, Al Falah, Near Grand Auditorium, Kallai - P.O., Kozhikode, Con.No: 1166037014707, an existing Solar customer under Ele. Section, Beach, brings to the attention of the forum that he is facing undue delay in processing the feasibility report for his solar connection application and he is unable to remit the registration fee.**

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

**The Petitioner with Con. No. 1166037014707 states that he is an existing solar customer under Beach Ele. Section, who had submitted an application for Solar feasibility on 04.08.2025. Despite multiple followups, including eight to ten personal visits to the section office, the Petitioner claims that no progress has been made till date. Furthermore, the Petitioner addresses to the forum that he had not yet been granted permission to remit the registration fee, which has further stalled the process. On each occasion, the Assistant Engineer assured the Petitioner that the matter would be addressed promptly. But, these assurances have not translated into any tangible action so far.**

**Hence the Petitioner requests before the forum for urgent intervention to ensure that the feasibility report is to be processed without further delay and necessary instructions are issued to the concerned Assistant Engineer to expedite the procedure.**

**Documents submitted by the Petitioner:-**

**Exhibit P1 : DTR capacity availability report**

**Exhibit P2 : Cash Receipt dated 4.08.2025 for  
Rs.1180/-**

**Argument of the Respondent:-**

**In his version, the Respondent states that the said consumer is a domestic consumer with a connected load of 16.835 Kw and has a solar connectivity of 5 Kw capacity since 10.07.2019. Subsequently, on 04.08.2025, as per the application submitted by the Petitioner in the Beach Section for Solar Connection enhancement to 10 Kw, the Sub-Engineer of the Section inspected the premises and reported that the already installed solar plant was not functioning properly(low generation). During the inspection it is observed that the consumer had installed more solar plants for 10KW solar connectivity enhancement, even before obtaining the feasibility report from the concerned section. The Respondent also points out that the company**

**that installed the solar plant to the Petitioner is a solar company named M/s ULTRA SOLAR and the Hon'ble CGRF was criticized the mentioned solar company in case OP 11/2025-26 for installing solar plant without obtaining feasibility from concerned Electrical Section. The Respondent further states that the connection has been provided to the consumer from 500 KVA GRAND TRANSFORMER under Beach Section from post number F 10/3. And there is currently no obstacle to provide feasibility from the said transformer; as of now, the balance available capacity is 328.84 KW.**

**Also the Respondent adds that the Assistant Engineer, Electrical Section, Beach has further reported that high voltage issues are being reported during daytime from many other solar consumers coming in the bar line from the post number F10 which is causing damages to their equipment and there is necessity to look into this issue before effecting the connectivity.**

**Once this problem is resolved, solar connectivity can be provided to the consumer without any delay. The Respondent makes it clear that there is no hindrance in giving the feasibility report at present.**

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

**The hearing in the OP was convened on 19.09.2025 FN at the Court Hall of CGRF(NR), Kozhikode, in which the Petitioner's nominee as well as the Respondents were present. The Petitioner's nominee put forth his Arguments follows.**

- The Petitioner has approached the Respondent 2 on 24.07.2025 requesting feasibility for enhancement of his solar connection from 5KW to 10KW; but, he was not permitted to remit the AF. Subsequently he could apply for feasibility only on 4.08.2025.**
- This delay in remitting the AF has been occurred due to the interventions of Respondent 2 and same person has behaved earlier also while working as AE ES Eranhikkal and still causing hurdles to the Prosumers / Prospective Prosumers. And a complaint has been filed before the Deputy Chief Engineer, Electrical Circle, Kozhikode, KSEBL on 20.01.2025 by Renewable Energy Companies Consortium. The Petitioner submitted the acknowledged copy of the same as Exhibit P3. No reply has been received regarding this complaint.**

- **According to Section 18(4) of RE and Net Metering Regulations, 2020, technical feasibility to be issued within 15 days of the date of receipt of the application.**
- **Only after lapse of these 15 days and also on checking the DTR capacity availability report online, the Petitioner has installed the additional solar plant.**

**Respondent 2 submitted his counter arguments as follows:**

- **Due to alarming increase of Prosumers under Beach and Kallai sections, over voltage issues are observed in LT lines, especially during day times.**
- **It is true that the application was received on 4.08.2025. When the Petitioner staff approached the section office on 14.08.2025, the Respondent has pointed out this over voltage issue in the bar line from the post no F10/3 and informed that some more time is needed to sort out this issue. (No digital or written communication has been issued to the applicant in this regard.)**
- **Regarding this over voltage issue, Respondent inspected DTR and confirmed that the transformer is working at nominal tap. But, the**

**voltage at consumer premises comes around 254V. It is suspected that this is happening because of incorrect inverter setting of any of the Prosumers in the vicinity. The effected area has 15 Prosumers with different makes of solar plant and informed that Respondent needs more time to identify and solve the issue.**

- Further the Respondent produced generation details of the Petitioner for the past few months along with the generation details of a neighbouring Prosumer with the same installed capacity of 5KW. The Respondent argued that with the 5KW solar plant, average monthly production of the Prosumer should be around 500 units. But the Petitioner's plant had much lesser generations- 108 units for 5/2005, 156 units for 6/2005, being the months with lowest consumptions. But his neighbour is having generation around 500 units during the same period. Hence the Respondent suspects that this over voltage issue may be due to some defects at the Petitioner's premises. Also it is understood that the inverter at the Petitioner's premises have become faulty recently. But, the Petitioner has not informed the section office about it.**

- **The Respondent quoted clause 3 of the agreement:**

**“If the consumer’s solar energy system either causes damage to and/or produces adverse effects affecting other consumers or assets of KSEB Limited, the consumer will have to disconnect solar energy system immediately from the distribution system upon direction from the KSEB Limited and correct the defect at his own expense prior to reconnection.”**

- **The Petitioner then argued that the Respondent had submitted document showing normal generation from the neighbour’s solar plant and this itself proves that the Petitioner’s installation has not effected the grid.**
- **The Respondent argued that the Petitioner may have connected his additional plant to the KSEBL system and that may have caused this over voltage issue.**
- **The nominee then argued that the Petitioner is a three phase consumer with a connected load of 16KW; but, the available generation meter is of single phase.**

**The forum decided to conduct a site visit.**

**The forum visited the premises between 1:15PM and 1:45PM.**

**The site inspection revealed the following:**

- 1. Due to defect in inverter, the old 5KW solar panels are not connected to the system. Still the voltage in the energy meter at the time of inspection was 257V. This proves that the over voltage at the LT line is not due to the defects of the Petitioner's solar installation.**
- 2. The panel and inverter set up for the additional panels installed is of three phase type and is not connected to generation meter.**

**Having considered all the documents submitted and the deliberations during the hearing and site visit and based on the aforesaid observations and analysis, the Forum has come to the following conclusion leading to the decision.**

**Decision:-**

- 1. The Respondents are directed to sort out the over voltage issue in the bar line from the post F10/3 within 5 days on receipt of this order.**

- 2. The feasibility should be issued to the consumer by 29.09.2025**
- 3. The Petitioner is bound to get compensation for the delay in issuing feasibility; the eligible amount as per SOP for delay up to 29.09.2025. Further, this amount may be paid to the Petitioner or to be adjusted in the Registration fee.**
- 4. The compliance of this order may be intimated to the forum on or before 04.10.2025.**

**The Petition is disposed accordingly**

**Dated this the 19th day of September 2025,**

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

**Sd/-  
RAJU C.K  
Member (LICENSEE)**

**Sd/-  
SANDHYA DIVAKAR  
Chairperson**

**Endt.on CGRF-NR/OP 41/2025-26/236**

**Dt 24/09/2025**

Forwarded to:

1) SRI. C.B.V. SIDDIQUE,  
AL FALAH,  
NEAR GRAND AUDITORIUM,  
KALLAI- P.O,  
KOZHIKODE

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer an appeal before the State Electricity Ombudsman, D.H. Road, Forshore 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, BEACH,  
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.