

**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. Smt. Sajina.T,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Monday 24th November,2025

OP No.36/2025-26

Between

Petitioner: Sri. Anurag Sharma
Indus Towers Ltd., 8th floor
Vankrath Towers,
Palarivattom Cochin-24

And

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

(2) The Assistant Engineer,
Electrical Section, Kedakulam

ORDER

1. Grievance of the petitioner

. The petitioner is a consumer under the jurisdiction of Electrical Section, Kedakulam. The service connection of the mobile tower bearing consumer no:1145272010095. The petitioner is aggrieved by the disconnection of the above connection. Petitioner stated that their service connection had been disconnected by KSEB Ltd., citing non -remittance of the balance amount of estimated cost for service connection (ECSC) in connection with load enhancement from below 23.74 KW to above 26.5 KW. The petitioner stated that upon receipt of their notice they had submitted a request seeking clarification on the works executed by KSEB Ltd against the estimated cost demanded, no reply or justification has been received from the concerned authorities. The petitioner alleged that

no work had been (carried out by KSEB Ltd., against the ECSC demanded yet. They argued that the service was disconnected without any prior notice or intimation, which is arbitrary and in violation of the principles of natural justice. The disconnection has caused severe disruption in mobile communication services in the area, resulting in substantial financial loss and public inconvenience. The petitioner requested the kind intervention of the Hon'ble Forum to issue appropriate directions to KSEB Ltd for immediate reconnection of the supply and to take appropriate action against the unjustified disconnection.

2. Version of the respondent

The service connection bearing consumer no:1145272010095 is registered in the name of M/s Indus Towers Ltd (IN-1022896) and is a three-phase connection under 6F tariff, intended for cellular mobile communication installations under Electrical Section, Kedakulam. The consumer submitted an application on 24/04/2023 requesting enhancement of the connected load from 23.74 KW to 26.5 KW. During the site inspection, it was observed that the wiring for the meter box was incomplete. The respondent stated that the consumer was informed multiple times to complete the required work on their side and report back to the office. The consumer failed to comply and the service level agreement (SLA) period was nearing expiry. As a result the Assistant Engineer, Electrical Section, Kedakulam aborted the service request on 31/05/2023. On 01.01.2024 the consumer informed that the wiring work had been completed. Based on this, the Assistant Engineer enhanced the connected load to 26.5 KW through section initiated action using the orumanet software. As per the prevailing regulations, an amount of 20594/- became payable as Additional ECSC due to load enhancement. Unfortunately this demand was not raised at the time the section initiated action was carried out. Later the lapse was identified during RAO inspection. Accordingly the Assistant Engineer issued a demand for 20,594/- on 23/04/2025 through the section initiate module. The consumer contended that no physical work was carried out by KSEBL at the premises in connection with the load enhancement and approached the Hon'ble

Forum and filed a complaint against it. The respondent prays the Forum to consider the facts as stated above and dismiss the petition with an order to remit the ECSC amount already mentioned.

3 Analysis and Findings

The Forum afforded an opportunity to hear the petitioner and respondent on 06/11/2025. Both the petitioner and respondent were present. Having examined the petition and other documents in the file in detail, the forum viewed that the case is in connection with the disconnection of M/s Indus Towers Ltd. Forum viewed that the service connection disconnected by KSEB Ltd due to the non remittance of the balance amount of Estimated cost for service connection in connection with load enhancement from below 23.74 KW to above 26.5 KW. The petitioner argued that no works executed by KSEB Ltd. against the estimated cost demanded. The respondent stated that during site inspection, it was observed that the wiring for the meter box was incomplete. On 01/01/2024 the consumer informed that the wiring work had been completed. Based on this, the Assistant Engineer enhanced the connected load to 26.5 KW through section initiated action using orumanet software. As per the Regulation 99 (5),(6) of Kerala State Electricity Supply Code 2014

99. Enhancement of connected load or contract demand.-

(5) If the enhancement of load is feasible, the consumer shall:-

(a) pay additional security deposit, expenditure for alteration of service line and apparatus, if any, required to be made, and the cost to be borne by the consumer for modification for distribution system if any, within fifteen days of receipt of the demand note; and

(b) execute a supplementary agreement;

(6) If the consumer pays the required charges and executes a supplementary agreement, the licensee shall execute the work of modification of the distribution system, service line or meter and other apparatus within the time line specified under regulation 85, mutatis mutandis, and sanction the additional contract demand or connected load.

Forum viewed that an amount of Rs.20,594/-became payable as additional ECSC due to the load enhancement. But this amount was not raised at the time the section initiated action was carried out. During the hearing the respondent stated that already they provided rated cable and technical supporting systems. Because there is no alterations or technical up gradations were not required.

Here the respondent stated that as per the applicable regulations stated that any work related to load enhancement can only be undertaken after remittance of the Additional ECSC amount- Forum viewed that the demand for Additional ECSC is legally and technically valid under the KSEB terms & conditions of supply ,for the following reasons:

- The consumer was utilizing additional connected load without formal approval or payment of the Additional ESC.
- Even if only minimal physical work was involved (e.g., changing service wire and fuse unit), Additional ECSC is chargeable for system usage and administrative processing, as per Board norms.
- Additional ECSC is a standard charge, applicable even when the section initiated method is adopted due to non-compliance by the consumer

In view of the above facts the Forum found the demand of Rs.20,594/- raised through the section initiated method is legitimate and in accordance with KSEBL regulation and demand raised by the licensee is sustainable.

DECISION

Considering the above facts and circumstances of the case the Forum ordered as follows.

1. The demand raised by the licensee is sustainable. The licensee should ensure all technical upgradations are complying there.
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/-
SAJINA.T
EXECUTIVE ENGINEER
MEMBER II

Sd/-
LAILA.N.G
DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded
Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.36/2025-26/978

Dated :26/11/2025

Delivered to:

1. Sri. Anurag Sharma, Indus Towers Ltd., 8th floor
Vankrath Towers, Palarivattom Cochin-24
2. The Assistant Executive Engineer, Electrical Sub Division, Varkala
3. The Assistant Engineer, Electrical Section, Kedakulam

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam,
Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.
3. The Executive Engineer, Electrical Division, Attingal