

**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
RAJU C.K. : MEMBER (Licensee)
FRANCIS A.C : MEMBER (Law)

OP NO. 81/2025-26

PETITIONER :-

Smt. Nimitha .K.P, Kammangatt House, Muttam Road,
Kozhikode – 673 571.

RESPONDENTS :-

1. The Assistant Executive Engineer, Electrical Sub Division,
Kunnamangalam, KSEB Ltd, Kozhikode District.
2. The Assistant Engineer, Electrical Section, Kunnamangalam,
KSEB Ltd, Kozhikode District.

ORDER

Back Ground of the Complaint:

The Petitioner, Smt. Nimitha K.P., Kammangatt House, Muttam Road, Kozhikode is a prospective consumer with application number 2166072500818 under Electrical Section, Kunnamangalam, complaints about the exorbitant estimate amount given to her for availing a new service connection for her building.

Argument of the Petitioner :

The Petitioner Smt. Nimitha submits before the Forum that she had applied for a multiple LT service connection which needs installation of a 250 KVA transformer with DP. But the estimate furnished from KSEBL includes UG cable and RMU leading to an exorbitant estimate amount. When she raised the complaint before the 1st Respondent [Assistant Executive Engineer, Electrical Sub Division, Kunnamangalam], she was informed from that office to approach CGRF and hence this OP.

List of Documents: Copies of

- 1. Exhibit P1 : Estimate & Estimate sanction issued from KSEBL.**

Argument of the Respondent:

The Respondents contentions are as follows:

- The Complainant has applied for electric connection for a building under the jurisdiction of Electrical Section, Kunnamangalam with a connected load requiring installation of a distribution transformer.
- Upon receipt of the application, a site inspection was conducted by the officials of the Electrical Section to assess the *technical feasibility of providing supply*.
- The Complainant's premise is located at a T-junction of the road network. Along the same road, an 11kV underground cable of the Perigollam Feeder runs in one direction, while in the opposite direction, an 11kV overhead line originating from the V-module of an existing Ring Main Unit (RMU) runs along the road and passes near the Complainant's premises.
- The Complainant requested that the proposed transformer may be installed by directly tapping the overhead line passing near the premises.
- However, the said overhead line is not an independent radial feeder, but forms part of a Ring Main distribution system controlled through RMU switching arrangement.

- In such a distribution system, the feeder sections are interconnected through RMUs to facilitate sectionalizing of feeders, fault isolation and improvement of reliability of supply to consumers.
- Direct tapping of the overhead line for installation of a transformer would bypass the RMU switching arrangement, thereby affecting the sectionalizing philosophy of the ring main system and making fault isolation and maintenance operations difficult.
- The Kerala State Electricity Board has issued Board Order No. BO (FB) (Genl) No. 2024/ 2011 dated 18-08-2011 (Exhibit R1) prescribing additional guidelines for effecting service connections in areas served through RMU based distribution systems.
- As per the said order, if supply is to be tapped from an existing feeder, extensible type RMU or add-on RMU module shall be provided at the tapping point.
- Therefore, providing supply to the complainant by directly tapping the overhead line without installing RMU is not permissible under the above Board guidelines and is technically unsound for the existing distribution network.

- Accordingly, the estimate issued to the Complainant includes provision for installation of RMU and associated infrastructure, strictly in accordance with the above Board Order and the standard engineering practices followed by KSEB.
- It is also submitted that the existence of certain older transformers on the overhead line does not alter the present requirement, as many of those installations were provided prior to the implementation of RMU-based distribution guidelines, whereas all new service connections requiring transformer installation must comply with the prevailing Board Orders.
- Hence the request of the Complainant to provide supply by direct tapping of the overhead line cannot be entertained as it would be contrary to the Board Order and detrimental to the operational reliability of the distribution system.

In view of the facts stated above, the estimate issued by the licensee requiring installation of RMU is technically justified and is in accordance with the Board Order and applicable distribution standards. The grievance raised by the Complainant is therefore not sustainable.

Hence the Licensee requests the Hon'ble Forum to dismiss the Complaint.

Summary of Hearing :

The Hearing in the OP was convened on 13.03.2026 FN at the Court Hall of CGRF at Vidyuthi Bhavanam, Kozhikode in which both the parties were present.

The Respondent quoting the guidelines issued for effecting service connection pointed out that UG Cable and RMU are mandatory in RAPDRP sections. On enquiry from the Forum, he admitted that the area is located in Kunnamangalam Grama Panchayat and no Ring main has been formed in that area for uninterrupted supply. Also the RMU work and SCADA is not envisaged in near future.

Petitioner's nominee objected that guidelines dated 2011 is irrelevant as the Kerala Supply Code came into force in 2014.

Observations of the Forum:

It is true that the Kerala Electricity Supply Code came into force in 2014. But there is nothing contradictory in the Board Order dated 18.08.2011 as it is only guidelines for effecting a service connection and Licensee has the right to formulate guidelines containing within Supply Code for the up-gradation and modernization of its system.

By here the Licensee has not completed up-gradation and modernization of its distribution system in the locality.

➤ Section 4 of the Kerala Electricity Supply Code 2014 says;

Duty to develop, maintain and extend the distribution system:-

1) The Distribution licensee shall develop and maintain an efficient, co-ordinate and economical distribution system in its area of supply.

2) The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand of electricity in its area of supply.

3) The licensee shall ensure that all electricity supply lines and equipments that are belonging to the licensee or under its control in the premises of the consumer, are in a safe condition and are fit in all respects for supplying energy and further the licensee shall take adequate precaution to avoid danger that may arise in such premises from such supply lines and equipment.

• Section 27 of the Kerala Electricity Supply Code 2014 says;

Obligation of the licensee to supply on request:-

(1) The Distribution licensee shall develop and maintain an efficient, co-ordinate and economical distribution system in its area of supply and shall supply electricity to any person on

his request in accordance with the provisions of the Act and of this Code.

(2)The licensee shall, on an application in the proper form from the owner or lawful occupier of any premises located in his area of supply, give supply of electricity to such premises within the time specified in this code if,

(a) The supply of electricity is technically feasible.

(b) The applicant bears the expenditure for providing supply and services as specified in this Code and;

(c)The applicant bears the expenditure for providing supply and services as specified in this Code.

- **Section 35 of the Kerala Electricity Supply Code 2014 says; Expenditure for Extension or up gradation or both of the Distribution system to be borne by the licensee:-**

The expenditure for extension or upgrade by both of the distribution system up to and include the distribution main, for meeting the demand of new consumers and the additional demand of existing consumers shall normally be borne by the distribution licensee and this expenditure shall be recovered from the consumers through tariff as approved by the commission.

- **As per the sections 4.27 and 35 of the Kerala Electricity Supply Code 2014, the up gradation and strengthening of the system for meeting load is solely the responsibility of the licensee and**

this expenditure can be recovered from the consumer through tariff as approved by the Regulatory Commission.

- As per the section 4.27 and 35 of the Kerala Electricity Supply code 2014, the up gradation and strengthening of the system for meeting load is solely the responsibility of the licensee and this expenditure can be recovered from the consumer through tariff as approved by the Regulatory Commission.**
- As per Section 32 of the licensee has to recover reasonable expenditure from the applicant.**

In this case, estimate for tapping from the nearest OH line is the reasonable one. Being an RAPDRP area, tapping using UG, installation of an RMU and he extension using UG can be insisted. The up gradation of the OH line to UG is the duty of the licenses and there is a provision to recover that expenditure through tariff. Moreover, KSE Board Ltd., has allowed connection to other Commercial, Industrial and Self financing Educational Institutions consumers and to KSEB’Ls transformers by tapping from the OH line under this section.

Having considered all the documents submitted and the deliberations during the hearing, the Forum has come to the following conclusions leading to the decision:

Decision:

- 1. The Forum admits the plea of the Petitioner and directs the Respondents to revise the estimate for giving SOP to the Petitioner with tapping from the existing, nearby 11 KV OH line within 10 days on receipt of this order.**
- 2. The Petitioner has to submit an undertaking in Kerala Government Stamp Paper worth Rs.200/- within 10 days of receipt of this order that “he/she shall bear the cost of laying the UG cable and installation of RMU for tapping the supply from the nearest RMU location, when the present OH line is upgraded to UG in future”.**
- 3. On receipt of this under taking only the Petitioner may be allowed to remit the requisite estimate amount.**
- 4. The compliance of this order may be intimated to the Forum within 15 days on receipt of this Order.**

The Petition is disposed accordingly.

Dated this the 13th day of March, 2026.

Sd/-

**Francis . A .C
Member (Law)**

Sd/-

**Raju. C.K.
Member (Licensee)**

Sd/-

**Sandhya Divakar
Chairperson**

Copy to:

Smt. Nimitha .K.P,
Kammangatt House,
Muttam Road,
Kunnamangalam,
Kozhikode – 673 571

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

(By speed post)

2.The Assistant Executive Engineer,
Electrical Sub Division Kunnamangalam,
KSEB Ltd., Kozhikode District. (By Mail & Post).

3. The Assistant Engineer,
Electrical Section Kunnamangalam,
K.S.E.B.L., Kozhikode District.

Copy Submitted to:

1) The Secretary, K.S.E.B.L, Thiruvananthapuram.

2) The Deputy Chief Engineer, TRAC, Thiruvananthapuram . (By Mail).

Forwarded

Sd/-
Chairperson