

THE STATE ELECTRICITY OMBUDSMAN

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APPEAL PETITION No. P/029/2021

(Present: A.S. Dasappan)

Dated: 06th September 2021

Appellant	:	Sri. Anilkumar R. Pillai Director, Mall Grande, Arackal, Kadapra Junction, Niranam. P.O., Thiruvalla, Pathanamthitta Dist.
Respondent	:	Asst. Executive Engineer, Electrical Sub Division, KSEB Ltd., Manipuzha, Pathanamthitta Dist.

ORDER

The appellant is a consumer of Electrical Section, Kadapra in Tiruvalla. The appellant is running “Mall Grande” at Kadapra, Niranam with three multiplex theatre and 14 shops including Food Courts, Textiles, Supermarkets, Gift House etc. The major problem of the appellant is frequent interruption of power supply and thereby major damages occurred to the lifts, escalators, kitchen equipments, sound system of theatres, cameras etc. The interruptions are for one minute to five minutes continuously. Sometimes supply will come from different feeders and motors are running in reverse direction. Every month the diesel consumption for generators is 450 litres and for the month of March 2021, consumption of diesel was 1200 litres. The request of the appellant is to solve the above mentioned problems.

In reply to the above, the respondent stated as follows:

The premises of the appellant having a number of services connections and which are being fed from ‘Niranam 11 kV feeder’ from Substation, Kadapra. It is a fact that the said feeder is passing through thick vegetation and therefore

be chances of interruptions, especially during summer rains and during monsoon are comparatively higher.

The data pertaining to Niranam 11kV feeder, shows that 'during the period from May to July, the period wherein intermittent thunder showers (in April & May) and south-west monsoon rains (having stretch to August/ September) are common throughout this State, supply interruption is comparatively a bit high. Supply interruptions caused by the fall of trees / branches on the feeder, flashing of discs or snapping of OH lines are often during this period in particular. In this year COVID'19 Protocol restrictions were also in force, posing impediment to the routine field activities. During the period when force majeure conditions persisted,' and when this Licencee is striving hard to maintain standards of performance even in this tough period, it is unfair to allege against citing an isolated instance.

In view to resolve this problem permanently, construction of a new HT ABC feeder from Kadapra Sub Station to Pannai, via Kannassa, including branch lines, by length 4.5 metres, has already been included in the PMU works earmarked for the FY 2019-20. On commissioning of the said new feeder, supply to the Grande Mall at Kadapra and other prominent ventures like J.J.Wker, Hotel Indraprastha, J.J.Crusher, SBI at Niranam, Mar Gregorious Hospital at Parumala etc., could be from this new HT ABC feeder.

In the meantime, on ease of COVID'19 pandemic situation, when the field operations resumed in full swing, touching clearance works and routine maintenance works on war footing basis had already been arranged on all the feeders, aiming at minimization of supply interruptions.

As the Licensee has pro-actively addressed the apprehensions of the appellant in the meantime, and being a pragmatic solution for the issue, creation of an interruption free HT ABC Feeder is underway to resolve the issue permanently. It is a matter of fact that currently 90% work of the aforesaid HT ABC Feeder is over, as such it could be commissioned very soon.

The respondent request to dismiss the petition on the grounds explained above.

The appellant filed a petition in Consumer Grievance Redressal Forum (CGRF) Southern Region, Kottarakkara, seeking remedial measures for the frequent interruption vide OP No: 103/2020 and the Forum in its order dated 06-03-2021, issued the following direction to the respondent: -

“The respondent is directed to complete the construction work of the new HT ABC 11kV feeder and commission the same within 2 months from the date of receipt of orders”.

The appellant is not satisfied with the order of the Forum, filed the appeal petition before this Authority.

Analysis and findings:

An online hearing of the case was conducted at 11 AM on 02-09-2021 with prior intimation to both the appellant and the respondent. Sri. Anilkumar R. Pillai, the appellant and Sri. C.G. Surendran, Assistant Executive Engineer, Electrical Subdivision, Manipuzha from the respondent's side attended the hearing. On examining the petition, the counter statement of the respondent, the documents attached and the arguments made during the hearing and considering all the facts and circumstances of the case, this Authority comes to the following findings and conclusions leading to the decision thereof.

The grievance of the appellant is to initiate remedial action to avoid frequent interruption of power supply in the premises of the appellant and to avoid reversal of rotation of electric motors while changing the source of supply in the area.

In the hearing the appellant revealed that the Aerial Bunched Cable (ABC) was charged one month before and the problem of frequent interruption in the premises of the appellant is solved. But the reversal of rotation of the motors while changing the source of supply to be redressed.

The respondent stated in the hearing that the HT Aerial Bunched Cable from “Kadapra Substation” to the ‘Pannai’ was energised one month before and now there is no frequent interruption in the premises of the appellant and the

surrounding area. The appellant is satisfied with the commission of the electric line. The appellant was directed in the hearing to initiate actions to avoid the reversal of rotation of electric motors in the premises while back-feeding the said area from other 11 kV feeders.

Decision:

The appellant is satisfied with the action of the respondent in avoiding frequent interruption of power supply by energising the 11 kV line constructed, using Aerial Bunched Cable (ABC) from 'Kadapra Substation' to 'Pannai' and for the speedy work, CGRF, Southern Region had issued direction in OP No. 103/2020 dated 06-03-2021.

The respondent is directed to initiate suitable actions to avoid reversal of rotation of electric motors in the premises of the appellant while back-feeding the said area from other 11 kV feeders at an early date.

Having concluded and decided as above, it is ordered accordingly. No order on costs.

ELECTRICITY OMBUDSMAN

P/029/2021/_____ dated _____.

Delivered to:

1. Sri. Anilkumar R. Pillai, Director, Mall Grande, Arackal, Kadapra Junction, Niranam. P.O., Thiruvalla, Pathanamthitta Dist.
2. Asst. Executive Engineer, Electrical Sub Division, KSEB Ltd., Manipuzha, Pathanamthitta Dist.

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthi Bhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydhyuthi Bhavanam, KSE Board Ltd, Kottarakkara - 691 506.