

**THE STATE ELECTRICITY OMBUDSMAN**

D.H. Road & Offshore Road Junction, Near Gandhi Square,  
Ernakulam, Kerala-682 016

Ph: 0484 2346488, Mob: 8714356488

[www.keralaeo.org](http://www.keralaeo.org) Email: ombudsman.electricity@gmail.

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**APPEAL PETITION No. P/065/2022**

**(Present: A. Chandrakumara Nair)**

**Dated: 22<sup>nd</sup> November, 2022**

Appellant : Sri. Narayanan Sasi,  
"Vaishakh",  
Puthenchantha,  
Varkala P.O.,  
Thiruvananthapuram Dist.

Respondent : Asst. Executive Engineer,  
Electrical Sub Division, KSEB Ltd.,  
Varkala, Thiruvananthapuram Dist.

**ORDER****Background of the case:**

The appellant is a domestic consumer of Licensee having 3-phase connection under Electrical Section, Varkala with consumer number 8721. The power supply has been provided to him from a 250 kV transformer at the Mission Hospital and the transformer is connected to the 11 kV Akathumuri feeder, which is originated from 110 kV Varkala Substation. On 02-09-2021 at 4 PM, the power supply to the appellant's home was got disconnected. There was over voltage in the system. The connection resumed only on next day at 5 PM. Due to the over voltage, some of the home appliances damaged. The loss suffered is to be compensated. The appellant filed the petition to CGRF (SR) and CGRF (SR) vide order dated 29-07-2022, the claim for the compensation has been disallowed.

Aggrieved by the decision of the Forum, the appellant approached this Authority by filing the appeal petition.

**Arguments of the appellant:**

On 02-09-2021 at 4 PM, the power supply to the appellant's home was got disconnected when the appellant and his family were on Covid quarantine. There was over voltage in the system as reported by the respondent. The connection

resumed only on next day at 5 PM though they were reported the matter over telephone then and there itself and his family suffered a lot till such time. Due to the over voltage, some of the home appliances were damaged. These incidents were occurred lot of times previously and costly house-hold electrical items were damaged. Complaints were given several times on each and every occasion, but in vain.

The appellant states that the line is passing under the HT line through the same post. There may be short current happened to the line from the transformer very frequently. The distance of appellant's resident from the transformer is around 300 M. There may also be the chances of neutral breakage in the line.

The respondent's argument is that no complaint of voltage fluctuations was reported from nearby residents in fact voltage variation was caused by a spark that erupted from 11 KV which had inflicted a heavy loss to the appellant. The appellant had installed ELCB to control the earth leakage. But the spark from nearby transformer had caused damages to appellant's electric equipments due to over-voltage. Instead of listening to the words of the complaint, they seek the opinions of the neighbours for granted. Irresponsibility on the part of KSEB AE, AXE by citing their own rules and regulations, making false reports against consumers has become regular habit. Consumers are bound to bear the heavy losses by themselves.

Now, the appellant demands for the loss suffered needs to be compensated.

**Arguments of the respondent:**

The appellant is a domestic consumer with 3-phase connection in Varkala Electrical Section. The power is supplied to the appellant from 250 kVA mission hospital transformer. The transformer is powered by 11 kV Akathumuri feeder from 110 kV Varkala substation.

The appellant's complaint on 02-09-21 that one phase was not available in his house and had been registered with the Varkala Section Office. Accordingly, lineman went to the appellant's house on the same day but he could not go near the appellant's energy meter spot because the appellant was suffering from Covid disease. However, on the same day, the lineman checked the appellant's service wire at the post end and tightened it. He also checked the transformer fuses and made sure they were correct.

There are 255 consumers including 3-phase industrial consumers under Mission hospital transformer. On 2/9/21, no consumer reported that any damage happened to their electrical equipment in the range of the said transformer. Also, no high voltage indication was reported in the Akathumuri 11 kV feeder on that day from the Varkala substation. At that day no similar complaints like this were received in this Office.

Enquired the details of the damages to nearby consumers. Nobody reported such damages on that date. The nearest consumers are (Con No.9272, Con No.2421, Con No.9276 and Con No.9274). Hence the damages occurred were due to the defective internal wiring of the appellant. This information has been reported to the appellant by the Assistant Engineer, Electrical Section, Varkala after conducting local enquiry.

The appellant was approached the CGRF, Southern Region, and hearing conducted on 02-07-2022. The case was disposed vide order No.CGRF/KTR/OP No.15/2022/248 Dated.29-07-2022.

It is suspected that the damages of electrical equipments of the appellant was occurred due to the trouble in the internal wiring system of the appellant. Hence, the respondent requested to dispose the case in favour of KSEBL.

**Response of the Appellant on the arguments of Respondent:**

Appellant referred as witness Smt. Jayasree, who is appellant's neighbour and the respondent's shown consumer No. 9272 supply connection receiving from another post with another line. Consumer No. 9272 and 2421 are from the same post from which get supply but above shown consumer numbers are connected with another line supply from me same post. In case if any over load in the line connected in appellant's home will not reflected to the other consumers since they are not connected with the line of appellant. KSEB personnel checked line connection with consumer Nos. 9272, 9274 as two line and made a casual enquiry whether there had been any problem without specifically pointing due to what reason they came in, possibly the concerned person may have replied that there was no interruption in power supply noted on the same day the KSEB persons' visit.

KSEB's statement showing supply resumed on the same day when complaint received was not correct. Instead, second day only power supply restored. ELCB provided against any internal short circuit or such problems occurs.

By considering all these facts, appellant requested for giving proper justice in his appeal case.

**Analysis and findings:**

The hearing of the case was conducted on 28-10-2022 at the meeting room of Kerala State Electricity Regulatory Commission, Thiruvananthapuram. The appellant Sri. Narayanan Sasi was attended the hearing and Sri. C. Rajan, Assistant Engineer, Electrical Section, KSEB Ltd., Varkala attended the hearing on behalf the Asst. Executive Engineer, Electrical Sub Division, Varkala from the respondent's side. On examining the appeal petition, the arguments filed by the appellant, the statement of facts of the respondent, perusing the documents attached 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 appeal petition was filed to get the compensation for the damage sustained to the domestic electrical equipments due to the over voltage in the service line.

The appellant is complained that the voltage of the supply varies and also regular fluctuations of the power supply and because of this the electrical equipments were damaged. The list of equipments were one 1 ½ HP pump set, two 9V bulbs, and one tube light. Thus, the appellant suffered the financial loses. The appellant is failed to produce any document to prove the voltage variation or fluctuations of the power he suffered.

According to the statements of facts submitted by the respondent, there are around 255 consumers are under this LT line, which includes 3-phase industrial connections also. No consumers reported about the similar high voltage or voltage fluctuations or the damages from this area. The Akathumuri 11 kV feeder also not recorded any high voltage during this day. The complaint register of the Varkala Section office is attached and there was no record of similar cases nearby.

The appellant states that the line is passing under the HT line through the same post. There may be short current happened to the line from the transformer very frequently. The respondent states that the transformer is working normal load and there is no over-voltage & overload. The distance of appellant's resident from the transformer is around 300 M. The meter was replaced and there is no

complaint after the replacement of meter and fluctuation is also very minimal. The respondents also ruled out the chances of neutral breakage in the line. The tree touching was removed by KSEB regularly.

Accordinging to the Section '7' of the Kerala Electricity Supply Code 2014, it is the duty of Licensee to maintain the voltage to the specified level and it should not vary beyohnd +/-6% in the LT supply connection.

On examining the records submitted and also on hearing, no evidence is produced by the appellatnt to show the voltage fluctuation or high voltage in the service connection. No evidence produced that the damage suffered by him is due to the over voltage in the system. No evidence has been produced to show the failure from the side of the Licensee.

**Decision: -**

From the analysis done and the conclusions arrived at as detailed above, following decisions are hereby taken:

- (1) Agree with the order of CGRF.
- (2) However, Licensee has to ensure the proper quality of the power supplied to the consumers.

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

**ELECTRICITY OMBUDSMAN**

P/065/2022/\_\_\_\_\_ dated \_\_\_\_\_.

**Delivered to:**

1. Sri. Narayanan Sasi, "Vaishakh", Puthenchantha, Varkala P.O., Thiruvananthapuram Dist.
2. Asst. Executive Engineer, Electrical Sub Division, KSEB Ltd., Varkala, Thiruvananthapuram 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.