

THE STATE ELECTRICITY OMBUDSMAN
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APPEAL PETITION NO. P/161/2015

(Present: V.V. Sathyarajan)

Dated: 3rd February 2016

Appellant : Sri. Jayakrishnan P
Minibhavan,
Poovanthuruth,
Kottayam.

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
Pallom, KSE Board Ltd,
Kottayam District.

ORDER

Background of the case:

The appellant is a consumer having three service connections with consumer numbers 463, 8404 & 4092 under the Electrical Section, Nattakom. The appellant had complained many times before KSEB authorities regarding supply interruption in his locality since July 2014. Since the complaint is not satisfactorily rectified, the appellant approached the CGRF, Kottarakkara with a petition dated 26-06-2015. The CGRF disposed the petition vide order dated 03-08-2015 by directing the respondent to take necessary steps to avoid frequent supply interruption. As not satisfied with the works done by the licensee in compliance with the above order, the appellant has approached this Authority with this appeal petition on 23-09-2015.

Arguments of the appellant:

The following arguments are raised by the appellant in his appeal petition and argument notes submitted by him.

The KSEB authorities has not enquired or taken action to avoid supply interruption after one month of receipt of order from CGRF. Another allegation put forward by the appellant is that the respondent misguided the Forum by giving wrong information such as the feeder is drawn through the thick rubber plantations and the feeding of the Chingavanam feeder is transferred to the Plamoodu 100 kVA transformer. The Hon'ble CGRF, in its order in OP No.

1474/2015 dated 03-08-2015, ordered the respondent to take necessary steps to avoid frequent supply interruption, from the same it can be seen that frequent supply interruption is proved. The reliefs sought by the appellant is to direct the respondent to comply the order of the Hon'ble CGRF and also for conducting a direct enquiry with regard to the interruption in power supply.

Even though the appellant seeks the relief of call for a report of the Hon'ble Ombudsman with the drawing of electric line and also the details with regard to the change of connections of the appellant with Consumer numbers (1) 1146279000463 (2) 1146272004092 and (3) 143270008404 from Mooledom feeder to Pallom, no records has been produced to prove the same. The real fact is that the respondent in order to protect the interest of some people, they are very affectionate personalities for the Officers of KSEB, changed the drawing of electric line in the present manner from existing manner, so that the Hon'ble Ombudsman may direct the respondent to produce the records showing line and nature of the drawing of the 11 kV line in present and the old manner to prove the partisan attitude of officials.

Arguments of the respondent:

The appellant Sri Jayakrishnan P is a consumer having 3 service connections, under Electrical Section, Nattakom and residing in front of 220 KV Substation, Poovanthuruthu. Out of the three connections, one domestic connection is in the name of Sri Parameswara Kuruppu with Consumer No. 1146270000463 and two Nos of commercial connections are in the name of Sri Gopakumar T.N. with Consumer No. 1146270003404 and 1146272004092. These service connections are from the 100 kVA Plamood Transformer of Chingavanam 11 KV Feeder. Previously these service connections were fed from this LT line of 250 kVA Poovanthuruthu Transformer in Mooledom Feeder. At that time, the consumers of this area were fed from this LT line which was running along the Chingavanam 11 KV feeder. On realizing of different supply in a single pole, these consumers were transferred to the LT supply of Plamood Transformer of Chingavanam feeder. This was done only on safety aspects, in order to prevent accidents caused by HT and LT feeders from different feeders being, connected to the same pole.

The major portion of Chingavanam Feeder, having length of 22 km and 78 Nos transformers, is feeding about 5000 consumers under Electrical Section, Pallom. Two transformers of Chingavanam feeder come under Electrical Section, Nattakom. The appellant Sri Jayakrishnan's photostat shop and other two connections come under this area. Number of supply interruptions for all consumers under Chingavanam Feeder is the same and no other serious complaints were reported by any other consumer.

The appellant Sri Jayakrishnan raised every unavoidable scheduled as well as unscheduled interruptions of Chingavanam Feeder in his complaint,

and registered at centralized call center. It includes all switch off of even 1 minute duration. The number of interruptions other than this 1 minute switch off is very less. Also the time taken for rectifying the feeder faults is within the standard of performance for 11 kV feeders. Mooledom feeder, as it supplies only the industrial plot, has minimum supply interruptions compared to other feeders. Sri Jayakrishnan, who is residing at the beginning of Chingavanam feeder, is getting more reliable supply than other 5000 consumers of the same feeder. However, for minimizing supply interruptions in Chingavanam feeder, measures such as clearing HT/LT touching, changing faulty insulators and repairing AB switches were carried out. Now the supply failure rate is considerably reduced.

Analysis and findings

The Hearing of the case was conducted on 18-12-2015, in my chamber at Edappally. Sri Jayakrishnan. P. represented the appellant's side. Smt. Jessymol P.C., Assistant Executive Engineer, Electrical Sub Division, Pallom represented the respondent's side. On examining the petition, the argument note filed by the appellant, the statement of facts of the respondent, perusing all the documents and considering all the facts and circumstances of the case, this Authority comes to the following conclusions and findings leading to the decisions thereof.

The appellant here is mainly aggrieved by frequent supply interruption in his locality. Further, the appellant is not at all satisfied with the action taken and the reply given by the respondent on the appeal petition. The relief sought for by the appellant in this appeal petition is to direct the respondent to comply the order of CGRF, to conduct a direct enquiry with regard to the interruption in power supply and to take action against the concerned officers of KSEB, for misguiding the Forum.

The appellant stated that the respondent had changed the feeding arrangement which is the reason for frequent supply interruption. But the respondent stated that the supply is given through the Chingavanam Feeder and measures such as clearing, HT/LT touching, changing faulty insulators and repairing AB switches were carried out and now the supply failure rate is minimised. According to the respondent the change of feeding arrangement is being done based on safety aspects so as to avoid crossing of different feeder lines.

On verification of the arguments of the respondent as well as the appellant there is justification on both sides. The appellant is eligible for uninterrupted power supply as well as the respondent is duty bound to ensure safety precautions. However, it is stated that the respondent had taken all measures to provide uninterrupted supply to the possible extent. In order to give more justice to the appellant it is felt as to have some modification in the

existing feeding arrangements. Hence it is directed the Executive Engineer, Electrical Division, Pallom to examine the issue and do possible modifications to the existing feeding arrangements in the system for redressing the grievances of the appellant ensuring proper safety methods.

Regarding the allegations against the KSEB officers and for taking disciplinary action against them, this Authority has no jurisdiction to entertain such matters. The only remedy available for the appellant is to approach the higher authorities of the licensee, if so desires.

Decision

In the above circumstances the Executive Engineer, Electrical Division, Pallom is directed to examine the issue in detail and do possible modifications to the existing feeding arrangements in the system for the redressal of the grievances of the appellant after ensuring proper safety aspects. It is also directed to carry out the routine maintenance of the HT/LT line and connected equipments so as to avoid the frequent supply interruption. Further, action taken report in this regard may be forwarded to this Authority within a period of 30 days.

Having concluded and decided as above it is ordered accordingly. The order of CGRF in OP No. 1474/2015 dated 03-08-2015 is upheld. No order as to costs.

ELECTRICITY OMBUDSMAN

P/161/2015/_____ /Dated:_____

Forwarded to:

1. Sri. Jayakrishnan P, Minibhavan, Poovanthuruth, Kottayam.
2. The Assistant Executive Engineer, Electrical Sub Division, Pallom, KSE Board Ltd, Kottayam District.

Copy to:

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