

THE STATE ELECTRICITY OMBUDSMAN
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APPEAL PETITION No. P/053/2019
(Present: A.S. Dasappan)
Dated: 3rd September 2019

Appellant : Sri. Damodaran,
Cholakkuzhiyil House,
Moorkandad P.O., Kolathur,
Malappuram - 679338.

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Ltd, Pulamanthole,
Malappuram

ORDER

Background of the case:

The appellant is a domestic consumer having consumer number 19309 under Electrical Section, Kolathur, Malappuram District. The grievance of the appellant relates to voltage fluctuations at his premises and he filed complaints before the authorities of the KSEBL regarding the voltage variation which resulted damage of the electrical appliances used daily. The appellant approached the Regulatory Commission with a complaint and the appellant was informed by the Commission that the connected load in the premises is high and hence to avail three phase supply or to limit load within 5000 Watts or to shift the line to the transformer situated 150 metre away. Accordingly the appellant reduced the connected load to 5 kW. The appellant again filed petition before Consumer Grievance Redressal Forum, Kozhikode stating the low voltage problem in his premises. The Forum has concluded that the fluctuations in voltage are resulted from the internal issues in the appellant's premises. The appellant was advised by the CGRF to provide capacitor to the motor and to renew the house wiring as it was old. The appellant had already renewed the wiring and provided ELCB as directed. Still aggrieved by the

voltage variations at his premises, the appellant has submitted this appeal petition before this Authority.

Arguments of the appellant:

The respondent inspected the premises of the appellant and found that 13,520 watts has been used by the consumer and hence directed him to reduce the connected load to 5 kW or to avail a 3 phase connection. Due to the voltage variation, the appellant had lost all the electrical appliances used daily for the existing needs.

The appellant filed a complaint before the Executive Engineer, Perinthalmanna on 30-03-2017 for the remedy of low voltage, which led to the damages of certain electrical equipments in his house. As there was no reply, the appellant filed another complaint in the same office. In response to that the Kolathur Section Office was given directions to check the line voltage and arrange rectification, if required.

The appellant filed another complaint before the Regulatory Commission on 07-09-2018. The appellant was informed by the Commission that the connected load in the premises is high and hence to avail three phase supply or to limit load within 5000 Watts and to shift the line to the transformer situated 150 metre away. Accordingly the appellant reduced the connected load to 5000 watts, but the voltage was in the level of 145,160 and 180 Volts.

The appellant filed petition before Consumer Grievance Redressal Forum. In the hearing the appellant was advised by the CGRF to provide capacitor to the motor. The voltage was not improved with the above and again filed petition before CGRF. The CGRF asked the appellant to renew the house wiring as it was old. The appellant had already renewed the wiring and provided ELCB as directed by the Electrical Section.

The request of the appellant is to provide rated voltage in his house.

Arguments of the respondent:

The appellant has approached the Chairman of the Kerala State Regulatory Commission for rectifying the low voltage problem of the supply availed to him. Up on receiving the complaint, the respondent has inspected the premises of the appellant and a site mahazar was prepared. In the site mahazar, the details of the load being used by the appellant have been clearly detailed.

As per site mahazar, it is clear that the total load being used by the appellant was 13520 Watts. Vide Regulation 8 of Kerala Electricity Supply Code 2014, for connecting this much load to the system, the appellant has to switch

over to 3 phase connection. Instruction was given to the appellant by the Chairman of the Kerala State Regulatory Commission to regularise the load at his premises either within 5kW or to avail a 3 phase connection. But the appellant opted to reduce the load within 5kW.

The appellant submitted an application to the respondent to limit his load to 4478 watts and the same was regularised as per BO dated 2/11/2018. Now the appellant is again raising the low voltage problem at his premises and an inspection has been conducted on 18/02/2019 by the respondent at his premises and noted the following readings.

| | | |
|----------------|---|--------|
| Voltage | : | 226V |
| Current | : | 1.4A |
| Connected Load | : | 4271W. |

During the inspection, the inspection team has started a submersible pump being used at the appellant's premises and noted an abnormal variation in voltage and current as below.

| | | |
|---------|---|-------|
| Voltage | : | 193V |
| Current | : | 10.6A |

On 19/02/2019, respondent has taken all steps to identify the complaint raised by the appellant and no fault from KSEBL side was pending and the voltage noted at the appellant's premises was 228V which is within the limit of Regulation 7 of Kerala Electricity Supply Code 2014.

Further, the appellant has approached CGRF, Northern Region, Kozhikode stating the low voltage problem in his premises. On hearing the both sides, the Forum has concluded that the fluctuations in voltage are resulted from the internal issues in the appellant's premises.

Respondent has gone through and studied the issues raised by the appellant thoroughly and has cleared all the possibilities which may add to the low voltage including changing of conductors, changing the rebinding joints etc. where ever required from the distribution transformer to his premises.

Prior to the preparation of this statement of facts, the voltage at the premises of the appellant was taken on 16/07/2019 and it found to be 228V.

Also, by seeing the energy consumption pattern of the consumer, it is very clear that the consumer is enjoying the usage of electricity with an increase in his consumption which means he is able to operate all of his electrical equipments in his premises.

Analysis and Findings:

The hearing of the case was conducted on 06-08-2019 in the chamber of Electricity Ombudsman at Edappally, Kochi. Sri Pramod C has represented for the appellant and Smt. Jaya P.S., Assistant Executive Engineer, Electrical Sub Division, Pulamanthole has appeared for the respondent's side. 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 decisions thereof.

The instant appeal has been filed requesting remedy of low voltage problems at his premises. The appellant is getting supply from a transformer erected 1 km away from his residence. At present another transformer was erected near to the premises. As a remedy to his grievance the request of the appellant is to give supply from the nearby transformer. As per the respondent, the supply can be given from the new transformer by constructing about 150 metre LT single phase 2 wire line to the premises. The appellant is ready to give willingness for drawing the above LT line through his property, but not willing to bear the expenditure for the shifting. The existing line for 500 metre is passing through the property of the appellant. If required, the appellant is willing to retain the existing line and if the line is not required, the same can be dismantled.

During the hearing, the respondent has been directed to inspect the site and prepare a proposal for the effective distribution of electricity in that particular area. On going through the report submitted by the respondent, there is sufficient capacity in the nearby transformer from which the supply requested by the appellant. At the same time, the respondent has examined the voltage at the premises of the appellant and the existing transformer and found that there is no low voltage problem exists at the premises of the appellant.

Decision:

From the findings and conclusions arrived at as detailed above, I decide as follows.

The respondent shall rearrange the Low Tension line in the said area efficiently so as to get a further improvement of voltage. This shall be done within a period of 30 days from the date of this order. At the same time the appellant has to check whether the electrical equipments connected in the premises create any voltage variation.

The Appeal Petition filed by the appellant is allowed and stands disposed of as such. The order of CGRF in OP No. 162/2018-19 dated 09-05-2019 is set aside.

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

ELECTRICITY OMBUDSMAN

P/053/2019/ _____ /Dated: _____

Delivered to:

1. Sri. Damodaran, Cholakkuzhiyil House, Moorkandad P.O., Kolathur, Malappuram - 679338.
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Pulamanthole, Malappuram

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, Gandhi Road, Kozhikode