

THE STATE ELECTRICITY OMBUDSMAN  
Charangattu Bhavan, Building No.34/895, Mamangalam-Anchumana Road,  
Edappally, Kochi-682 024  
[www.keralaeo.org](http://www.keralaeo.org) Ph: 0484 2346488, Mob: 91 9539913269  
Email:ombudsman.electricity@gmail.com

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APPEAL PETITION No. P/062/2019  
(Present: A.S. Dasappan)  
Dated: 10<sup>th</sup>October 2019

Appellant : Smt. Sheela Mani  
Vellakkottu House,  
Pulickalkavala P.O.,  
Kottayam

Respondent : The Assistant Executive Engineer,  
Electrical Sub Division,  
KSE Board Ltd, Ponkunnam,  
Kottayam

### **ORDER**

#### **Background of the case:**

The appellant is a domestic consumer having consumer number 5004 under Electrical Section, Vazhoor, Kottayam. The grievance of the appellant relates to frequent interruptions of power supply in Plackalkunnu area under the Section and the residents in the area submitted petitions before the authorities of the KSEBL regarding the power failure and low voltage problems. Not satisfied with the actions taken by the KSEBL authorities, the appellant and others filed petition before Consumer Grievance Redressal Forum, Kottarakkara stating the frequent interruptions and low voltage problem in their premises. The Forum has disposed of the petition stating that the petition is a bogus one and lacks merit. Still aggrieved, the appellant who is the second person in the mass petition has submitted this appeal petition before this Authority.

#### **Arguments of the appellant:**

A mass petition by 31 consumers in the Plackalkunnu area of Vazhoor was given to the Kerala State Electricity Board Limited for restricting frequent supply interruption in the above area. The appellant was the second complainant in the mass petition and Smt. Aleyamma Baby, Kalladiyil was the first who filed petition in Consumer Grievance Redressal Forum, Kottarakkara. Though Smt. Aleyamma had given a letter to the

respondent that interruption was minimized by cutting and removing branches of trees and other touchings, actually there is frequent interruption. The present grievance of interruption is not related to an individual but related to 34 families in the Plackalkunnu area. One of the reasons of interruption, as per respondent, is the overload of the transformer which feeds the area.

The request of the appellant is for the uninterrupted supply in the Plackalkunnu area.

**Arguments of the respondent:**

Smt. Aleyamma Baby, Kalladayil, Pulickalkavala P.O and 30 others had filed petition before the CGRF, Kottarakkara regarding the frequent interruption of power supply in Plackalkunnu area vide OP No.75/2018. The appellants are the consumers under Electrical Section, Vazhoor. The complaint of the appellant and others is that the frequent interruption of power supply in Plackalkunnu area under Electrical Section, Vazhoor. The residents of the area are suffering from the difficulties occurred due to the power failure. Even though they filed petition before the KSEB Ltd authorities they have not taken any steps to redress their complaint. So the appellants had filed a complaint before the CGRF, Southern Region, Kottarakkara vide OP No. 57/2019.

In the Statements of Facts submitted before the Consumer Grievance Redressal Forum, the Assistant Executive Engineer has stated that steps have been taken in that area for avoiding the continuous power interruption. The steps such as clearance of touching in HT and LT feeder, maintenance of line and transformer and load balancing were taken for avoiding the power failure, in addition to the above the KSEB Ltd has included certain works in that area under PMSU scheme.

The appellant Smt. Aleyamma Baby had informed in a letter that last year she and 30 others had filed a petition before the CGRF, Kottarakkara vide petition No. OP 75/2018 regarding the voltage issue and supply interruption. As per the direction of CGRF, all the issues connected with the electric supply were rectified and now there is no complaint. The appellant, Smt. Aleyamma Baby, had informed that the new complaint has been submitted by some others without her knowledge. The appellant further stated that the petition is a bogus one filed without her consent.

The Forum has posted the case on 16/7/2019 and both appellant and respondent were absent. Since petition was bogus one, the petition was dismissed by the Forum due to lack of merit.

Now the Appellant has filed the appeal petition with the argument that since the appellant of OP No. 57/2019 before the CGRF, Kottarakkara, Smt. Aleyamma Baby, Kalladayil, Pulickalkavala is aged 75 and suffering from health issues, the second name in the mass petition, Smt. Sheela Mani, Vellakkottuy House, Pulickalkavala has filed this appeal petition. It is

argued by the appellant that the officials of KSEBL had obtained letter from the appellant that the complaint was rectified by cutting and removing touching in the area but the issue related to supply was not settled. It is further argued by the appellant that the appellant had given the signed written statement since she is suffering from health related issues and not wanted to proceed further. But the complaint of continuous supply interruption was still persisted.

A statement was taken from the original appellant, Smt. Aleyamma Baby of OP No. 57/2019 on 27/8/2019 after inspecting the site. The appellant has admitted that she had filed petition before the CGRF, Kottarakkara vide earlier and further stated that the complaint mentioned in the petition is not persisting now. She further informed that there were supply interruptions during rainy season but the supply would be restored without delay. It is also deposed that what she had answered to KSEB officials on enquiry was recorded in the written statement.

The premises of the Appellant with consumer No. 1156346005004 was also inspected on 27/8/2019 at around 11AM. The voltage recorded in the meter at the time of inspection was R phase 244.2V, Y Phase 232V, B Phase 232 V and this was also shown to the Appellant. The Appellant was informed that frequent supply interruption is the issue.

On inspection it is noted that the supply to the appellant is fed from 100KVA Plackalkunnu transformer which is about 1KM away from the premises. The touching of this LT feeder drawn along with the HT line is cleared and maintained properly. The 100KVA Plackalkunnu Transformer is installed in 11KV Nedumavu feeder from 110 KV Substation, Pampady. The 11KV line to Plackalkunnu transformer is the first branch line from Nedumavu 11KV feeder and the transformer station is about 1KM away from the main feeder along Kottayam Kumily NH. The 100kVA Plackalkunnu transformer is about 6 KM from the Substation. Before this branch line there are two numbers of transformers are installed in this feeder and one is 100kVA Edakkarapady Transformer which is about 250 metre away from the residence of the Appellant and this transformer was installed in recent time. So the load in area is distributed among 100KV Plackalkunnu Transformer and 100KVA Edakkarapady Transformer. And both of these transformers are not over loaded. The total length of the Nedumavu 11KV feeder is about 50KM and with 54 Nos of transformer.

From the above it is noted that this Appeal petition was notified without concurrence of the original Appellant, Smt. Aleyamma Baby and the mass petition filed before the CGRF, Kottarakkara is merely attached with the Appeal petition. From the statements of original appellant and from the meter readings in Appellant premises, the Plackalkunnu area is not suffering from any low Voltage issue. The only issue is the supply interruption in connection with switch off the feeder for the operation of AB switches for the isolation of branch lines and transformer stations in connection with maintenance and attending fault. These operations are inevitable part for the operation and maintenance of 11KV feeder with such a length and large

number of transformers. Moreover the complaint mentioned in the OP No.75/2018 are already rectified.

### **Analysis and Findings:**

The hearing of the case was conducted on 19-09-2019 in the chamber of Electricity Ombudsman at Edappally, Kochi. Smt. Susha Susan Mani has represented for the appellant and Sri. Dennis Joseph T, Assistant Executive Engineer, Electrical Sub Division, Ponkunnam 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 frequent interruptions and low voltage problems at her premises. This Authority has inspected the premises on 01-10-2019. On inspection it is found that the supply to the appellant is fed from 100 KVA Plackalkunnu transformer which is about 1KM away from the premises and it is also revealed that the details furnished by the respondent regarding the existing transformers and length of line drawn etc are correct. On enquiring with the appellant, it is stated that there is no voltage problem exists at present. 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. The appellant's complaint pertains only the frequent interruptions in the power supply. Ongoing through the report submitted by the respondent, the transformers are not overloaded and the touching of this LT feeder drawn along with the HT line is cleared and maintained properly.

Even though the respondent is taking timely actions to minimise the interruption in the Plackalkunnu area, the main reason is the length of Nedumavu 11 KV feeder for 50 km from 110 kV substation Pambady and sharing of the feeder by other Sections also. As per respondent, there is a proposal for a new 110 kV substation at Vazhoor and it is very essential to avoid frequent interruption or duration of interruption in the said area.

### **Decision:**

From the findings and conclusions arrived at as detailed above, I direct the respondent to take the following actions:

1. Expedite the construction of a sub station in Vazhoor Section area.
2. The lines and transformers shall be maintained properly.
3. Any operation in Nedumavu 11 kV feeder shall be coordinated by the custodians of the feeder.
4. Use insulated cables/wires to the maximum extent possible in construction works.

Having concluded and decided as above, it is ordered accordingly and the Appeal Petition filed by the appellant, stands disposed of to the extent ordered. The order of CGRF, Southern Region, Kottarakkara in OP No. 57/2019 dated 20—07-2019, is set aside. No order on costs.

**ELECTRICITY OMBUDSMAN**

P/062/2019/\_\_\_\_\_ /Dated:\_\_\_\_\_

Delivered to:

1. Smt. Sheela Mani, Vellakkottu House, Pulickalkavala P.O., Kottayam
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Ponkunnam, Kottayam

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.