

THE STATE ELECTRICITY OMBUDSMAN

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**Appeal Petition No. P/062/2023
(Present A. Chandrakumaran Nair)
Dated: March-01-2024**

Appellant : Sri. Renjith P,
Green Forest,
Madakkimala P.O.,
Kalpetta, Wayanad (Dist.)- 673122

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Limited,
Kalpetta, Wayanad (Dist.).

ORDER

Background of the case

The appellant Sri. Renjith is a consumer of the licensee under the electrical section, Kambalakkad and power connection was availed on 30/11/1993. The appellant has installed an on-grid solar plant of 3 kwp capacity under MNRE subsidy scheme. The licensee has enlisted few agencies for the supply, installation and commissioning of solar plants under the Soura scheme. The licensee has executed agreement with these agencies with a clause of defect liability period for 5 years and during this period the contractor has to repair/replace solar plant items at their cost. The appellant has selected one of the agency named M/s Kondaas Automation pvt. Ltd. and executed solar plant of capacity 3 kW on 10/05/2022. The solar plant was not giving the required output. As per the advice of the contract agency the appellant requested the licensee to change the line. On inspection the officials of the licensee noticed very high voltage surge in the line and the frequency of the plant was changed. Then the production from the solar plant was increased and voltage also has increased to 279v and appellant was forced to switch off the plant. The increase in voltage of the solar plant has damaged the stabilizer.

The damage would have happened due to wrongly setting the voltage. The main complaint of the appellant to the CGRF was also regarding the voltage

problems and no other grievance were raised as per the order of CGRF. In the appeal petition also, no other prayer which was not made with CGRF could be entertained. The respondent has taken initiative and the voltage problem is resolved and the solar plants are working well.

Settlement of the Dispute

The power supply to the appellant was fed from an 100 kVA, 11kV/415 V transformer situated at Muranikkara. This transformer is connected to 11 kV line originated from Kaniyambetta, 220kV Substation which is 5 km away. One of the line from transformer is catering the power requirements of 30 houses in that route and three phase line ends much before the appellant's premises. The connection to the appellant and other two houses were connected to a single phase line as three phase line was not available. There are other two grid connected solar plants of capacity 2kwp & 4.3 kwp were also connected to the single phase line. On getting the complaint, the AE, had inspected the premises and found that there exists voltage imbalance.

As part of the system improvement, the single phase line has been converted into 3 phase line incurring Rs. 51,361/- by the licensee. Then the three solar plants were connected to three different phases and the problem was resolved. The appellant also confirmed that there is no issues after this work of licensee. Thus the grievance of the appellant was redressed.

Decision

On verifying the documents submitted and hearing both the appellant and respondent and also from the analysis as mentioned above, the following decision are hereby taken.

1. As the grievance of the appellant has redressed and case is settled, the petition is dismissed and disposed.
2. No order on cost.

ELECTRICITY OMBUDSMAN

No. P/062/2023/_____ dated: 01/03/2024.

Delivered to:

1. Sri. Renjith P, Green Forest, Madakkimala P.O., Kalpetta, Wayanad (Dist.)- 673122.

2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Kalpetta, Wayanad (Dist.).

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydyuthi Bhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydyuthi Bhavanam, KSE Board Ltd, Gandhi Road, Kozhikode- 673011.