

THE STATE ELECTRICITY OMBUDSMAN
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APPEAL PETITION No. P/038/2020
(Present: A.S. Dasappan)
Dated: 22nd January 2021

Appellant : Sri. Sushil T. Thomas
Mulamoottil Thundiyath,
Padimon P.O., Mallappally,
Pathanamthitta Dist. PIN - 689587

Respondent : Asst. Executive Engineer,
Electrical Sub Division, KSEB Ltd.,
Mallappally.

ORDER

Background of the case:

The appellant is a consumer of Electrical Section, Vaipur with Consumer number 1146243001493 and residing at Padimon. The grievance of the appellant is that the rate of interruption in that area is abnormal and hence, wants remedial measures. The appellant made complaint before various levels of officers of KSEB Ltd. and finally filed petition before CGRF, Southern Region, Kottarakkara. The Forum registered the petition vide OP No.26/2020 and issued order dated 23-09-2020 directing the Licensee to carryout system improvement work further in the Padimon area to reduce interruption. Aggrieved on this, the appellant filed appeal petition before this Authority on 01-12-2020.

Arguments of the appellant:

Since more than 5 years, the appellant has been complaining about frequent current fault interruption from top to bottom offices of electrical section, still the appellant's complaints have not been solved. As a result of it, the appellant was forced to give a complaint to the CGRF, Vaidyuthi Bhavanam, Kottarakkara. During these years from 1st July 2020 to 6th August 2020, the appellant did not have much complaints other than regular supply problems, which is about 15 to 30 minutes, eventhough there was heavy rain and storm. Whenever the appellant enquired to the Section Office, they told that the appellant's connection is with Vennikulam Feeder and electrical fault was due to some maintenance.

Some of the severe issues with regard to current supply that occurred some days are: -

07-11-2020 to 12-11-2020	- Intermittent interruption occurred several times.
13-11-2020	- Line touching (with prior notice)
14-11-2020 & 15-11-2020	- Till 7 pm got electricity only for a limited time.
17-11-2020	- 3-30 pm to 6-45 pm - no electricity
	} 12 am – 1-15 am - no electricity
18-11-2020	} 5 am to 1-10 pm -intermittent interruption
	} 1-55 pm to 3-55 pm - no electricity

The Section Office change the electrical lines from time to time. The appellant has three phase connection, but no electricity in any of the phase during current fault. Now-a-days, there is no heavy rain and storm, but still the problem exists.

The appellant requested to redress the grievance by correcting the electrical faults.

Arguments of the respondent:

The Padimon area where the appellant residing is fed by Ezhumattoor 11KV feeder from Mallappally 110 KV substation. All the operations/fault in the feeder were cause the power interruption in Padimon area. The feeder is passing through rubber plantations and cross country and hence, chances are more to touch the line and overhang the branches of trees. Also, the 11KV disc/pin failure, broken of bridging etc. causes the feeder interruption. Almost all the faults are being rectified in a time bound manner. Switching of the feeder for clearing touchings and for plan works lead to the interruption.

Details of Interruptions during November 2020

November 7 th to 12 th	}	Earh fault, over current and switch off.
November and 17 th &		
18 th November		
November 7 th	}	Earth fault 4nos-(5min.+5min+19min+5min) -Switch off -2 times (lmin+lmin) - earth fault due to flashing of insulator
November 8 th		
	}	Earth fault- 1 no.+ overcurrent fault – 1 no. + switch off -1no.(9min)
November 9 th		
November 10 th	-	No interruptions

November 11 th	} Earth fault -1no. + overcurrent fault-1no. + switch off -3no. (1 lmin)
November 12 th	- switch off - 2no. (2min)
November 13 th	} Earth fault 2no.+switch off -4no(14min) overcurrent } fault-2no(3min+88min)
November 14 th	- Earth fault 1 no. + overcurrent fault-2no.(11min)
November 17 th	} Earth fault - 4no (39min.+5+5+5min) + switch off } -6no(6min) -earth fault due to flashing of insulator
November 18 th	} Earth fault -3no (13min.) + overcurrent fault - 1 } no.(3min) + switch off -1no. (1 min.) + permit work } Ezhumattoor feeder and Vaipur -118min. (Jointing line due to 11KV conductor snapping.

Analysis and findings:

An online hearing was conducted at 11 AM on 15-01-2021 with prior intimation and willingness of both the appellant and respondent. Sri. Sushil T. Thomas, the appellant and Smt. Praseeda, Assistant Executive Engineer, Electrical Subdivision, Mallappilly from the respondent's side appeared for the hearing. On examining the petition, the counterstatement 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 decision thereof.

The instant appeal has been filed requesting remedy for frequent power supply failure in the area of 'Padimon', where the appellant is residing. Power is available with the Licensee, but could not supply to the consumers in the said area without breakdowns. As per the respondent, the reasons of the power failure are test charging of feeder for fault identification, switching off for AB switch operation, thick vegetations and rubber plantation, falling of trees, failure of pin/disc insulators, opening of bridgings', dashing of vehicles, snapping of conductors, switching off for plan works etc. and they are rectifying the defects then and there itself.

Definitely all the above reasons will lead to interruption in its numbers and duration. But it is the responsibility of the Officers/Staff entrusted by the Licensee to minimize the numbers and duration of the power failure by initiating suitable action in an efficient manner.

In the hearing, the respondent reported that 'Padimon' area under Electrical Section, Vaipur is being fed by 'Ezhumattoor' 11 KV Feeder from 110 KV Substation, Mallappally. The length of 11 KV feeder is 30 KM and number of distribution transformers connected to the line is 35 Nos. The night peak load is 85 ampere and load at day peak is 65 amperes. The beneficiary of 'Ezhumattoor'

11 KV feeder is Electrical Section, Vaipur only. The alternate feeding source is 'Vaipur' 11 KV feeder from 110 KV substation, Mallappally. Action is being taken to construct a substation in Vaipur.

Decision: -

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

1. Initiate immediate steps to strengthen the distribution network in the area.
2. Analyze the nature of faults of the Feeder and take remedial action to minimize each one.
3. A better coordination of work shall be done.
4. If the interruption is more with the defects of insulation, take action to replace all in a time-bound manner.
5. Maximum care shall be given to preventive maintenance with notice to the consumers.
6. Expedite the construction of Substation as stated in the hearing.
7. Use insulated cables/wires wherever it can be provided.

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. No order on costs.

ELECTRICITY OMBUDSMAN

P/033/2020/_____ dated _____.

Delivered to:

1. Sri. Sushil T. Thomas, Mulamoottil Thundiyyath, Padimon P.O., Mallappally, Pathanamthitta Dist. PIN - 689587
2. Asst. Executive Engineer, Electrical Sub Division, KSEB Ltd., Mallappally, Pathanamthitta 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.