

THE STATE ELECTRICITY OMBUDSMAN

D.H. Road & Foreshore Road Junction, Near Gandhi Square,

Ernakulam, Kerala-682 016

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**Appeal Petition No. P/019/2026
(Present A. Chandrakumaran Nair)
Dated: 05-06-2026**

Appellant : Smt.C.Sunanda
JKS:84, Krishnakripa
Playground Road
Elamakkara P.O, Kochi
Ernakulam (dt) - 682026

Respondent : The Assistant Executive Engineer,
Electrical Sub Division, KSE Board Ltd,
Palarivattom, Ernakulam(dt)

ORDER

Background of the case

Appellant Smt. C.Sunanda is a resident at Krishnakripa, Play ground road, Elamakkara, Kochi - 682026 and a consumer of the Licensee KSEBL under their Edappally, Electrical Section. On 21/11/2025, the Licensee had installed an 160 kVA transformer by the side of the road close to the compound wall of her property. The appellant alleges that the location selected for the installation of two pole structure and transformer poses safety concern to the residents and the general public. The road in front of this installation is used quite frequently by the children from the near by institutions and as well as general public including elderly persons. The Licensee had cut down the branches of the trees planted by her in the property without her consent or approval. Though the appellant had approached the section office to shift the installation from there to any other location, they have not agreed to. Then she filed the petition to CGRF vide OP/79/25-26. The CGRF had issued the order on completing the procedure on 11/02/2026. Aggrieved by the decision of the CGRF, this appeal petition is filed to this Authority.

Arguments of the Appellant

I respectfully submit this appeal against the Order passed by the Consumer Grievance Redressal Forum (CGRF) in the above-mentioned case concerning the erection of a 160 kVA distribution transformer very close to the compound wall of my residential property. The Order and the enclosures describe my grievance that had been submitted earlier before the Kerala State Electricity Board (KSEB) and the Consumer Grievance Redressal Forum. This issue began when I noticed on 21 November 2025 that a 160 kVA transformer was being erected very close to my compound wall. I immediately approached the KSEB Edappally office when the poles were erected and submitted a written complaint on 24 November 2025. As I did not receive any response from the office, I submitted my grievance before the CGRF in December 2025.

However, no action or intervention from the concerned officers was observed until 7 January 2026. By the time responses were received, the transformer installation work had already been completed and only the charging of the transformer remained pending. Photographs taken on 22 November 2025 and 7 December 2025 (enclosed) clearly indicate that the work was progressing while my complaint remained unattended.

In its order, the CGRF has dismissed my grievance and held in favour of the licensee, stating that:

1. The licensee (KSEB) has followed all required compliances.
2. The licensee will ensure completion of fencing to take care of the safety of the general public.

I understand from the Order that the removal of the transformer installation is unlikely to be considered and that the licensee has already proceeded with the project. However, I respectfully submit the following concerns for the consideration of the Hon'ble Ombudsman. The transformer has been erected approximately 15 to 20 inches away from my compound wall, which directly affects my property and its surroundings.

In this regard, I wish to raise the following grievances:

- Lack of prior information: I was never informed about such a major installation being carried out in such close proximity to my residential property. Should I not have been informed in advance about a decision that directly impacts my property?
- Cutting of tree branches without consent: Tree branches from my property were cut during the installation work without my knowledge or permission. Why was I not consulted before taking such action?

- Future actions on my property: If maintenance of the transformer requires periodic cutting of branches, will the licensee continue such actions without informing me? I request clarification regarding this matter.
- Value and effort invested in maintaining greenery: My husband purchased this property in 1993, when the land was barren and covered with dumped road tar, without even a patch of grass. Over the past three decades, we have dedicated a significant portion of our property to planting and nurturing trees and plants. These fruit trees and plants are the result of our hard work and commitment to maintaining greenery. It would be extremely distressing if these are damaged or removed without our consent.
- Health concerns due to proximity of the transformer: Although the licensee states that the transformer has been installed in compliance with regulations, as a layperson I am not aware of the exact safety standards. However, it is widely understood that high-capacity transformers can produce strong electromagnetic fields. I am concerned about the possible health effects on my family, particularly children, due to the extremely close proximity of this transformer to our residence.
- Liability in case of future risks: In recent years, our cities have experienced several natural calamities. I request confirmation that in the event of any damage, accident, or risk arising from the transformer installed so close to my compound wall, the responsibility and liability will be borne by the licensee (KSEB), since the installation was carried out without my consent.
- Impact on future rental prospects: If I decide to rent out a portion of my property in the future, the close proximity of the transformer may reduce the demand for the space, as many tenants prefer to avoid properties located very near electrical transformers due to safety and health concerns.

In view of the above circumstances, I humbly request the Hon'ble Ombudsman to kindly examine my grievances and provide appropriate clarification, directions, or relief so that my rights as a property owner and consumer are duly protected.

Arguments of the Respondent

പരാതിയിൽ പറയുന്ന ട്രാൻസ്ഫോർമർ സ്റ്റേഷൻ ബോർഡിന്റേ ദൃശ്യ പദ്ധതിയിൽ ഉൾപ്പെടുത്തിയിട്ടുള്ളതാണ്. ആയതു വൈദ്യുത വിതരണ ശൃംഖല മെച്ചപ്പെടുത്തി മെച്ചപ്പെട്ട വൈദ്യുതി എത്തിക്കാനും വേണ്ടി വൈദ്യുതബോർഡിന്റെ തനത് ഫണ്ടിൽ നിന്നും ചിലവാക്കി ചെയ്യുന്ന ജോലിയാണ്. പ്രസ്തുത ജോലി കേരള ഇലക്ട്രിസിറ്റി സപ്ലൈ കോഡ് 2014 റെഗുലേഷൻ 4 പ്രകാരം വൈദ്യുതി ബോർഡ് ലിമിറ്റഡിന്റെ ഉത്തരവാദിത്വവും കടമയും ആണ്.

Regulation 4. Duty to develop, maintain and extend the distribution system-

- (1) The distribution licensee shall develop and maintain an efficient ordinate and economical system in his area of supply.
- (2) The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.
- (3) The licensee shall ensure that all electricity supply lines and equipment that are belonging to the licensess or under its control in the premises of the consumer, are in a safe condition and are fit in all respects for supplying energy and further the licensee shall take adequite precaution to avoid danger that may arise in such premises from such supply lines and equipment.

അസിസ്റ്റന്റ് എഞ്ചിനീയറും സബ് എഞ്ചിനീയറും പരാതിക്കാരിയുടെ പരാതി നേരിൽ കേൾക്കുകയും അപകടസാധ്യത ഒന്നുമില്ല എന്നുള്ള വിശദംശങ്ങൾ പരാതികാരിയോടും മകനോടും പറഞ്ഞു ബോധ്യപ്പെടുത്തിയിട്ടുള്ളതും ബോധ്യപ്പെട്ടിട്ടുള്ളതും ആണ്. കഴിഞ്ഞ വർഷങ്ങളിൽ വേനൽ ചൂടിൽ ഉണ്ടായിട്ടുള്ള അധിക വൈദ്യുതിയുടെ അത്യാവശ്യം പരിഗണിച്ചാണ് ഈ പ്രവൃത്തി ചെയ്തിട്ടുള്ളത്. പരാതിക്കാരിയുടെ വീടുമായി ഏകദേശം 15 മീറ്ററിൽ കൂടുതൽ അകലം പാലിച്ചിട്ടാണ് ട്രാൻസ്ഫോർമർ സ്ഥാപിച്ചിട്ടുള്ളത്. കൂടാതെ ടി സ്ഥലത്തു നിലവിലുള്ള അംഗൻവാടി, ഹോമിയോ ഡിസ്പെൻസറി, അക്ഷയ സെൻറർ എന്നിവയുമായും മതിയായ അകലം പാലിച്ചിട്ടുണ്ട്. ടി എസ്റ്റിമേറ്റിൽ പൊതുജനങ്ങളുടെ സുരക്ഷയ്ക്കായി ട്രാൻസ്ഫോർമറിന് വേലി സ്ഥാപിക്കാനും കൂടിയുള്ള എസ്റ്റിമേറ്റ് തയ്യാറാക്കി ടി വേലി സ്ഥാപിച്ചിട്ടുള്ളതുമാണ്. നിലവിൽ ടി 160 KVA ട്രാൻസ്ഫോർമർ ചാർജ്ജ് ചെയ്തിട്ടുള്ളതും സേവനത്തിൽ ഉള്ളതും ആണ്.

ട്രാൻസ്ഫോർമർ സ്ഥാപിക്കുന്നത് നിലവിലുള്ള എല്ലാ ചട്ടങ്ങളും നിയമങ്ങളും പാലിച്ചാണ് എന്ന് മനസിലാക്കുന്നു എന്ന് പരാതിക്കാരി പരാതിയിൽ തന്നെ പറയുന്നുണ്ട്. അടിസ്ഥാന സൗകര്യങ്ങൾ ഒരുക്കുന്ന വൈദ്യുതി ബോർഡിനെ പ്രശംസിക്കുകയും ചെയ്തിട്ടുണ്ട്. എന്നാൽ സുരക്ഷാ സംബന്ധമായതും, പൊതുജനങ്ങൾക്ക് ഉണ്ടാകുന്നതുമായ ശല്യം സംബന്ധിച്ചു ആശങ്കയാണ് പറയപ്പെടുന്നത്. ടി ആശങ്കക്ക് വകയില്ല എന്ന് പരാതിക്കാരിയോടും മകനോടും നേരിട്ട് സംസാരിച്ചു ബോധ്യപ്പെടുത്തിയിട്ടുള്ളതാണ്. പരാതിയിൽ അപകടസാധ്യതയും പൊതുജനങ്ങളുടെ അസൗകര്യവും ചൂണ്ടിക്കാണിക്കുന്നതിനോടൊപ്പം ഇത്

പരാതിക്കാരിയുടെ മാത്രം അഭിപ്രായം ആണെന്നും പറയുന്നു. നാളിതുവരെ ആ പ്രദേശത്തെ ആരിൽ നിന്നും ഒരു എതിർപ്പും ടി ജോലിക്ക് ഉണ്ടായിട്ടില്ല. കാരണം ഇത് ആ പ്രദേശത്തെ വൈദ്യുതി വിതരണം സുഗമമാക്കുന്നതിന് ആവശ്യം വേണ്ടതാണ്. ആയതിനാൽ ബഹുമാനപ്പെട്ട ഫോറം ഈ പരാതി തള്ളിക്കളയണമെന്നും കേരള സ്റ്റേറ്റ് ഇലക്ട്രിസിറ്റി സപ്ലൈ കോഡ് 4 പ്രകാരം നിഷ്കർച്ചിട്ടുള്ള ജോലികൾ ചെയ്യാനും തടസ്സമില്ലാത്തതും ഗുണമേന്മയുള്ളതുമായ വൈദ്യുതി വിതരണം നടത്തുന്നതിന് ബോർഡ് ജീവനക്കാർക്ക് അനുവാദം നൽകണമെന്നും അപേക്ഷിക്കുന്നു.

Analysis and findings

The hearing of the appeal petition was conducted on 15/05/2026 at 03.00 pm in the office of the State Electricity Ombudsman, DH Road & Foreshore Road Junction, near Gandhi Square, Ernakulam South. The hearing was attended by the appellant Smt.C.Sunanda and the respondent Sri.Sajeev Kumar.K, Asst. Executive Engineer, Electrical Sub Division, KSE Board Ltd., Palarivattom, Ernakulam (DT).

The appellant had submitted this appeal petition against the order of CGRF Central region dated 11/02/2026. The respondent had installed a two pole structure and a pole mounted transformer of capacity of 160 kVA with connected systems such as D.O fuse, AB switch, Lightning arrester etc. This installation are erected by the side of the public road very close to the boundary wall of the property of the appellants. The main allegations raised by the appellant is that the clearance from the wall is very small, the clearance of the live conductors from the trees etc. is very small which poses safety threats to the public. It is also mentioned that the Licensee had cut down the branches of the trees planted by her without consent. Further she is also worries that the trees will be cut down in future also as part of the periodical maintenance. The appellant's main concerns are the safety risk, regular cutting of trees, Health concern due to the the proximity of the transformer etc.

The Licensee is forced to install this transformer to strengthen the power distribution system as the consumers are facing voltage drop and other problems as all the transformers of this locality is overloaded. This has been installed under the 'Dyuthi' project of the Licensee to improved the power system network. The regulation(4) of the Supply Code 2014 states that it is the responsibility of the Licensee to develop, maintain and extend the distribution system.

4. Duty to develop, maintain and extend the distribution system. -

(1) The distribution licensee shall develop and maintain an efficient, coordinated and economical system in his area of supply.

(2) The licensee is responsible for ensuring that its distribution system is upgraded, extended and strengthened to meet the demand for electricity in its area of supply.

(3) The licensee shall ensure that all electricity supply lines and equipment that are belonging to the licensee or under its control in the premises of the consumer, are in a safe condition and are fit in all respects for supplying energy and further the licensee shall take adequate precaution to avoid danger that may arise in such premises from such supply lines and equipment

The regulation 7 of the Supply Code 2014 describes about the duty of the Licensee to maintain the specific Voltage Levels.

7. Duty of licensee to maintain the specified voltage levels. -

The licensee shall not vary the voltage at the point of supply from the voltage levels as specified in regulation 6, except with the written consent of the consumer or with the previous sanction of the Commission:

Provided that variations in voltage at the point of supply within the limits specified hereunder is permissible without written consent of the consumer or the sanction of the Commission:

(i) six per cent on higher side and lower side in the case of low-tension supply;

(ii) six per cent on the higher side or nine per cent on the lower side in the case of high tension supply; and

(iii) ten percent on the higher side or twelve and a half percent on the lower side in the case of extra-high tension supply: Provided further that the above limits of variations in voltage levels shall be applicable till the Central Electricity Authority specifies a different set of limits.

When the voltage is falling below the prescribed limit, the Licensee has to strengthen the power distribution system by installing addition transformer lines etc.

The site has been physically inspected by the Ombudsman on 20/05/2026 and observed the following. The transformer is mounted on a two pole structure, with AB switch, Lightning arrester, D.O fuse etc. The transformer and structure is protected by providing a fencing with GI/M.S grills. The HT incoming Lince is ABC conductors and LT outgoing lines are also ABC cables. There is no safety concern as per this installation is concerned. The installation is by the side of the road closed to compound wall of the appellant. The appellants property is having roads on both side and her entrance to the house is from the road of the eastern side of the property. The transformer installation is not blocking any passage of the appellant. As

the lines are of ABC cables, further cutting trees need not be necessary. However the trees growing to the public road is not advisable. It is noticed that bare conductors are used for dropping the line from AB switch to D.O fuse and the connection to LA and also to the transformer. It is instructed the respondent to change all the bare conductors with insulated conductors to avoid the apprehensions of the appellant and public.

Decision

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

1. The Licensee has to replace the bare conductors both HT and LT in the two pole structure with insulated conductors.
2. The Licensee should ensure that the branches of trees are not touching the live parts of the system. Provide some shielding if possible.
3. If any tree cutting is done the tree cutting compensation as per the Indian Telegraph Act is to be given to the appellant.
4. The transformer and installation is seen to be not posing any safety threats, as projected by the appellant.
5. No other costs ordered.

ELECTRICITY OMBUDSMAN

No. P/019/2026/_____ dated: 05-06-2026

Delivered to:

1. Smt.C.Sunanda,JKS:84, Krishnakripa, Playground Road
Elamakkara P.O, Kochi,Ernakulam (dt) - 682026
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board
Ltd, Palarivattom, Ernakulam (dt)

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, 220 kV
Substation Compound, HMT Colony P.O., Kalamassery, Pin- 683503.