

THE STATE ELECTRICITY OMBUDSMAN

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Appeal Petition No. P/047/2026 (Present A. Chandrakumaran Nair) Dated: 15-10-2026

Appellant : Smt. Bindu Satish,
Vinayakam,
Parat Lane, Aluva,
Ernakulam (dt) - 683101

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Limited,
Aluva Town, Ernakulam (Dist.)

ORDER

Background of the case

The Appellant Smt. Bindu Satish is a resident of Parat Lane, Aluva and is a consumer with Consumer No: 1155687002616 of the Licensee, KSEBL under their Electrical Section, Aluva North and subdivision Aluva Town. She is a domestic consumer with LT three Phase connection under the tariff LT 1A. The registered connected load is 9.671 kW. The LT line is originated from 160kVA, MKS distribution transformer which is connected to the 11kV Uliyanloor feeder and this feeder is originated from Aluva, 220kV Substation. The main complaint is that they are facing frequent power interruptions, and shut down of power without advance information. Due to this frequent power failures, the appellant had suffered a lot in view of loss in the business and other inconvenience. The matter has taken up with the Licensee at several occasions, but there was no result. Then the petition have been filed to CGRF (Central Region) vide, OP/24/26-27 and the CGRF had issued order on completing the procedures on 13/07/2026. Aggrieved by the decision of CGRF, this appeal petition have been filed to this Authority.

Arguments of the Appellant

Failure of Localized Remedies: The Appellant files this appeal being aggrieved by the inadequate relief and findings in Order No. CGRF-CR/OP No.24/2026-27. The Hon'ble CGRF directed the respondent to inspect the

service connection infrastructure and examine consumer-end earthing arrangements. While KSEBL executed these micro-level localized rectifications, they completely fail to resolve the core crisis. The Appellant continues to experience erratic, unannounced power outages daily, establishing that the problem is systemic rather than confined to the premises.

Widespread Upstream Grid Instability: Because the power disruptions persist unabated, the issue apparently originates from a wider operational or technical failure within the Aluva North distribution network or the upstream high-tension infrastructure feeding the MKS Transformer area. The frequent tripping indicates a systemic situation that cannot be resolved by monitoring individual household service wires.

Technical Misdirection by the Licensee: The licensee's continuous defense focusing on localized household earthing appears to be an engineering misdirection. Substandard consumer-end earthing can cause internal safety hazards or minor voltage fluctuations, but it would not cause upstream circuit breakers to trip or result in total, unannounced area-wide blackouts. A localized connection fault affects only a single entity. In contrast, the unannounced, multiple, short-duration outages documented by the Appellant is indicative of a total drop in supply voltage from the transformer. The fact that the power cuts off completely and then abruptly resumes multiple times on the same day proves it is a transient grid stability problem, such as tracking faults on overhead lines or faulty automatic tripping mechanisms at the substation. Treating local wire inspections as a remedy for grid failures constitutes a regulatory error and a continuing deficiency in service.

Rebuttal to Licensee's Defence: In the CGRF proceedings, the respondent contended that all interruptions were due to "unavoidable technical and operational exigencies". The Appellant strongly refutes this. The chronic repetition of short-duration outages on the exact same days indicates an unstable distribution grid and a direct compromise on the statutory Standards of Performance.

Inadequacy of Current Communication Protocols: The CGRF ordered the respondent to ensure advance intimation via SMS for planned shutdowns. However, unannounced outages remain highly frequent. The licensee routinely bypasses advance notification protocols by classifying these recurring distribution-level trippings as unexpected "operational exigencies," leaving consumers entirely blind to power schedules.

Financial & Material Impact: The licensee's continued failure to provide stable power deeply impacts the Appellant:

- **Economic Loss:** The Appellant engages in amateur level online trading, an activity that depends strictly on continuous internet and power. Sudden, short-duration power cuts break digital handshakes, causing immediate loss of market opportunities and financial risk.

- Equipment Hazard: The high frequency of rapid power drops followed by instant high-voltage grid resumptions exposes expensive computing setups, terminals, and household electronic appliances to destructive voltage spikes and early component failure.

Chronological Power Outage Log: Below is a documented log showing erratic, short-duration power supply pattern - subsequent to order issued by the Hon. CGRF:

1. 13-07-2026: 21:40 - 22:07
2. 14-07-2026: 21:20 - 21:45 | 21:53 - 22:23 | 22:23 - 22:28 | 22:28 - 22:42 | 22:42 onwards
3. 22-07-2026: 10:30 - 10:45
4. 24-07-2026: 13:58 onwards
5. 27-07-2026: Several short duration outages
6. 28-07-2026: 06:42 - 06:50
7. 02-08-2026: 11:30 - 11:35 | 12:00 - 12:03 | 12:31 - 13:00
8. 11-08-2026: 09:25 - 09:45 | 10:25 - 10:45 | 10:45 - 11.30
9. 12-08-2026: 02:15 - 03:15 | 03:15 - 03:45
10. 14-08-2026: 07:55 - 08:45 | 09:20 - 09:22 | 10:24 - 10:29 | 10:30 - 11.15 | 11:55 - 12.00

The Appellant respectfully prays that the Hon'ble Electricity Ombudsman may be pleased to:

- 1) Set aside Clause (5) of the CGRF order which cleared the licensee of service deficiency.
- 2) Direct KSEBL to execute a comprehensive technical audit of the MKS Transformer distribution network to trace and permanently rectify the cause of multiple daily trippings - which could involve replacement of the transformer if found essential.
- 3) Instruct the Licensee to implement appropriate grid stabilization measures.
- 4) Enforce strict compliance of the need to provide verifiable advance SMS intimations for outages.

Arguments of the Respondent

Respectfully submitted that the complainant, Smt. Bindu Satish, holds a three-phase domestic service connection (Consumer No. 1155687002616) under Electrical Section Aluva North, under Electrical Sub Division, Aluva Town with a registered connected load of 9,671 Watts. The premises is provided with LT three phase supply and the service is fed through the distribution network originating from 220 kV Substation, Aluva through 11 kV Uliyanoor Feeder and the 160 KVA MKS Distribution Transformer. The 11 KV Uliyanoor feeder is shared by Electrical Section Aluva North & Electrical Section Aluva West. The consumer had approached the Consumer

Grievance Redressal Forum (CGRF), Central Region, Kalamassery, alleging frequent and irregular interruptions in power supply and seeking appropriate remedial measures. The matter was considered by the Hon'ble CGRF and the Judgement was pronounced by Order No. CGRF-CR/OP No.24/2026-27 dated 13/07/2026.

The averments narrated in Para-1 of this petition as "The Appellant files this appeal being aggrieved by the inadequate relief and findings in Order No. CGRF-CR/OP No.24/2026-27. The Hon'ble CGRF directed the respondent to inspect the service connection infrastructure and examine consumer-end earthing arrangements. While KSEBL executed these micro-level localized rectifications, they completely fail to resolve the core crisis. The Appellant continues to experience erratic, unannounced power outages daily, establishing that the problem is systemic rather than confined to the premises" is not correct. The inspection of the consumer-end installation, service connection and earthing was carried out specifically in compliance with the direction of the Hon'ble CGRF in its Order dated 13/07/2026. The inspection was only intended to verify whether any defect existed at the consumer end, and the installation. The service connection, earthing and associated fittings were found to be in satisfactory condition. At the same time, KSEBL has separately examined the upstream 11 kV network and the interruption records which show that the reported interruptions were due to feeder trippings, transient line disturbances, emergency switching, and breakdown-related works. Therefore, the allegation that KSEBL confined its action to the consumer premises or attempted to avoid the actual network-related issue is factually incorrect and without any basis.

The averments narrated in Para-2 of this petition as." Because the power disruptions persist unabated, the issue apparently originates from a wider operational or technical failure within the Aluva North distribution network or the upstream high-tension infrastructure feeding the MKS Transformer area. The frequent tripping indicates a systemic situation that cannot be resolved by monitoring individual household service wires." are incorrect. The 160 KVA MKS Distribution Transformer receives supply via the 11 kV Uliyanoor Feeder originating from the 220 kV Substation, Aluva. The 11 kV Uliyanoor Feeder is an inter-sectionally shared feeder traversing across the administrative jurisdictions of both Electrical Section Aluva North and Electrical Section Aluva West. Since this High Tension (HT) overhead line passes through dense vegetation, transient faults or physical contact-like tree branches swaying onto lines during wind or rain in nearby areas-instantly trip the safety relays at the upstream 220 kV Substation. This automated tripping is a vital safety protocol engineered to isolate the line, prevent distribution transformer burnout, and eliminate public safety hazards. The issue is not systemic neglect, but transient environmental interference along an inter-sectionally shared feeder.

The averments narrated in Para-3 of this petition as "The licensee's continuous defense focusing on localized household earthing appears to be an engineering misdirection. Substandard consumer-end earthing can cause internal safety hazards or minor voltage fluctuations, but it would not cause upstream circuit breakers to trip or result in total, unannounced area-wide

blackouts. A localized connection fault affects only a single entity. In contrast, the unannounced, multiple, short-duration outages documented by the Appellant is indicative of a total drop in supply voltage from the transformer. The fact that the power cuts off completely and then abruptly resumes multiple times on the same day proves it is a transient grid stability problem, such as tracking faults on overhead lines or faulty automatic tripping mechanisms at the substation. Treating local wire inspections as a remedy for grid failures constitutes a regulatory error and a continuing deficiency in service" is not correct. KSEBL has never stated that any defect in the Appellant's household wiring or earthing caused the tripping of the upstream substation breaker. The inspection of the service connection, service wires and earthing was carried out, only to verify that there were no loose connections, damaged wires or other physical defects at the consumer end. The consumer-end installation was found to be in satisfactory condition. Supply interruptions are mainly due to planned maintenance and unplanned emergency protection trippings. For all the scheduled shutdowns, routine maintenance, and planned capital works-advance SMS intimation are routinely sent to consumers to their registered mobile numbers through Outage Management System(OMS). The interruption records of 220 KV substation, Aluva for the months of July 2026 & August 2026, and technical evaluation show that the short-duration interruptions were mainly due to 11 kV feeder trippings and transient faults, which activated the protective system at the substation and also emergency load shedding imposed due to power shortage. These protective systems trip, in milliseconds to prevent big grid failures and electrical hazards. Once the fault condition cleared and the line was found safe, supply was restored through test charging. Such protective tripping is a necessary safety measure to protect the electrical system and cannot be treated as a regulatory failure or deficiency in service.

The averments narrated in Para-4 of this petition as" "In the CGRF proceedings, the respondent contended that all interruptions were due to 'unavoidable technical and operational exigencies'. The Appellant strongly refutes this. The chronic repetition of short-duration outages on the exact same days indicates an unstable distribution grid and a direct compromise on the is denied. The short-duration statutory Standards of Performance." interruptions recorded during July and August 2026 were neither manual nor planned shutdowns. Official 220 kV substation log records confirm that these outages were caused by unpredictable 11 kV feeder trippings, transient line faults, emergency Fuse-Off Calls (FOC), and urgent breakdown repair permits. While the Licensee strictly complies with statutory Standards of Performance, automated relay trippings during real-time environmental interference are mandatory safety mechanisms engineered to protect power infrastructure and public safety.

The averments narrated in Para-5 of this petition as" "The CGRF ordered the respondent to ensure advance intimation via SMS for planned shutdowns. However, unannounced outages remain highly frequent. The licensee routinely bypasses advance notification protocols by classifying these recurring distribution-level trippings as unexpected 'operational exigencies, leaving is not correct. KSEBL consumers entirely blind to power schedules." systematically issues advance SMS intimations to registered consumer

mobile numbers through the Outage Management System (OMS) for all planned maintenance, scheduled shutdowns, and capital works (such as line rerouting). However, the outages listed in the Appellant's log for July and August 2026 were unplanned breakdown faults, sudden feeder trippings, and emergency Fuse-Off Calls (FOC). Since the automated Circuit breakers trip instantaneously in fractions of a second when a live fault occurs, it is technically impossible to issue advance SMS alerts for unplanned, real-time safety isolations.

The power interruption entries cited by the Appellant for July and August 2026 have been cross-verified with the official 220 kV Substation log records for the 11 kV Uliyanoor Feeder. The true operational causes and verification details for each cited date are detailed below.

ULIYANNOOR INTERRUPTIONS (JULY, AUGUST 2026)

SI No	Date	Interruption Duration	Operational Cause & Remarks
1	13/07/2026	21:40 - 22:07 (27 min)	25-minute load shedding shutdown executed as per grid instructions; power restored at 22:05.
2	14/07/2026	21:20 - 21:45 (25 min) 21:53 - 22:42	Load shedding shutdown (21:20-21:45) followed by an unscheduled feeder tripping at 21:53 due to line fault. Section officers sequentially opened Homeo AB, Elookkara Border AB, and Market AB switches to isolate the fault, restoring power safely via Test Charge by 22:53
3	22/07/2026	10:30-10:45 (15min)	Interruption due to Fuse-Off Call (FOC) break-down work.
4	24/07/2026	13:58 onwards	Momentary 1-minute switching operations executed by the Section Officer to open/close Kallukkadavu AB switch
5	27/07/2026	Short-duration outages	Momentary switching at Nirmala AB (09:45). Feeder became faulty At 16:26, an unscheduled 21-minute emergency tripping occurred due to a fire hazard near Aiswarya Nagar Transformer; field staff opened Aiswarya Nagar transformer fuse to isolate the danger and restored the line.
6	28/07/2026	06:42-06:50 (8 min)	Unscheduled 5-minute transient tripping caused by overcurrent spike during heavy rain; test charged and stood OK at 06:45

7	02/08/2026	11:30-11:35 12:00-12:03 12:31 13:00	Unscheduled 5-minute transient trippings at 03:40 and 04:35. At 11:25, a scheduled permit work was executed for maintenance on the Amity Flat AB switch, restored by 12:08.
8	11/08/2026	09:25 09:45 10:25-10:45 10:45-11:30	Multiple transient trippings triggered by high overcurrent spikes). Substation officers declared the feeder as faulty, then field officers(Aluva North Section) opened the Market RMU and FIT RMU to isolate the faulty section, and restored the main feeder by 10:58, followed by test charge
9	12/08/2026	02:15 03:15 03:15 03:45	Unscheduled tripping at 02:16 due to pin insu-lator damage near FIT RMU. Section staff isolated the damaged section via FIT RMU, obtained a Permit for Work (PW), replaced the insulator, and restored supply at 03:44.
10	14/08/2026	07:55 08:45 09:20 09:22 10:24 10:29 10:30-11:15 11:55 12:00	Multiple line trippings (07:47, 09:20, 10:24). Feeder declared faulty causing a 45-minute interruption for rectifications. Unscheduled trip-ping caused by a vehicle colliding with the FIT Transformer structure. Staff opened FIT RMU to isolate the site and restored the feeder line in 23 minutes

The above logs prove that none of the cited outages were caused by administrative delay, neglect, or maintenance oversight. The outages were strictly driven by mandatory grid-directed load shedding, emergency breakdown rectifications (e.g., insulator damage, vehicular damage, fire hazards), or rapid sectionalizing using AB switches and RMUs to isolate localized line faults. Short-duration transient trippings represent normal, automated protection relay operations designed to isolate transient earth/overcurrent faults, preventing major transformer burnouts and public safety hazards.

To permanently resolve these cross-boundary power interruptions and stabilize supply for the MKS Transformer network, comprehensive long-term infrastructure overhauls have been formally proposed and submitted under the Multi-Year Plan (MYP 2027-2032). These proposed works include interlinking the 11 kV feeder, constructing an independent HT feeder dedicated exclusively to Aluva North, rerouting lines away from waterlogged paddy fields, converting vulnerable spans into underground (UG) cables, and installing additional Ring Main Units (RMUs) and AB switches. It is respectfully submitted that the Multi-Year Plan is currently a draft proposal

awaiting final approval. Because these major capital expenditure schemes are in the pending sanction stage, their final inclusion and execution strictly depend on administrative approval, scheme prioritization, and actual fund allocation to the section by higher authorities. In the interim, this section office is taking maximum ground-level operational measures to minimize interruptions and maintain reliable power for all consumers under its jurisdiction. Pending formal sanction and fund availability for the long-term works, routine short-term maintenance -including intensive tree trimming, jumper renewals, thermographic inspections, and regular night patrols along vulnerable feeder spans-is being diligently carried out to prevent transient line faults.

To permanently minimize these unavoidable cross-boundary interruptions and ensure a more stable power supply, the MKS Transformer and its surrounding area have now been transferred to the Kadungalloor feeder.

It is humbly prayed that the the Hon'ble Electricity Ombudsman may kindly accept this statement of facts and dispose of the complaint accordingly.

Counter arguments of the Appellant

Elimination of Consumer-End Fault: The Appellant notes the Respondent's confirmation that the internal household installation, service wires, and earthing are in "satisfactory condition". This officially clears the Appellant's premises of any technical faults (which was never a subject of grievance in the first place), but is a self-assertion by the respondent that all power supply failures originate entirely within KSEBL's distribution network.

Implied Admission of Failure: The Respondent's assertion that there was no deficiency in service is totally contradicted by their own action detailed in Paragraph 10, where they state that the MKS Transformer has been transferred to the Kadungalloor feeder to minimize interruptions. KSEBL would not execute an infrastructural feeder transfer if the network was working flawlessly.

Emergence of Power Quality predicament (Unstable Voltage): While the frequency of total outages has marginally improved post-transfer, the Respondent appears to have replaced one systemic failure with another. The Appellant is now experiencing voltage instability and fluctuations, particularly during daytime hours. This erratic voltage poses an immediate, destructive hazard to the Appellant's electronic computing terminals and household appliances.

Advance Notification Protocols: The Respondent claims it is "technically impossible" to alert consumers of unplanned outages. However, the Appellant wishes to emphasise that even planned maintenance shutdowns, daily load-management cuts, and voltage regulation exercises are routinely executed without any advance SMS alerts. This is a direct violation of the Hon'ble CGRF's directive to ensure mandatory advance intimation via the Outage Management System (OMS).

The Appellant respectfully prays that the Hon'ble Ombudsman:

- a) Record the service deficiency of the historical outages which forced an emergency feeder transfer.
- b) Direct KSEBL to deploy a voltage tracker/logger at the Transformer to analyse, isolate and rectify the daytime voltage drop.
- c) Enforce a strict compliance audit on KSEBL's Outage Management System (OMS) to ensure no scheduled or load-shedding interruption takes place without verifiable advance SMS notification to consumers.

Analysis and findings

The hearing of this appeal petition was conducted on 08/10/2026 at 11:00 A.M. in the O/o State Electricity Ombudsman, D.H Road, Ernakulam (Dt). The hearing was attended by Shri. Satish Paryarath, the representative of the appellant Smt. Bindu Satish and the respondent Smt. Sajimol P.S, Assistant Executive Engineer, Electrical Sub Division, Aluva Town, Ernakulam (Dt) and Smt. Midhula T.S, Assistant Engineer, Electrical Sub Division, Aluva North, Ernakulam (Dt).

The Appellant had availed a domestic connection from the Licensee in LT three phase under the Electrical Section Aluva. The power supply in LT is fed through the 160kVA, MKS transformer, which is situated by the side of the Highway near to the Aluva fly over and close to Aluva Market. The Appellant's residence is situated in Parat Lane which is a by lane from the Highway and not far away from the transformer. The said transformer is connected to the 11kV Uliyanloor feeder which is originated from the 220kV, Aluva Substation. This 11kV feeder is travelled as a cross country OH line from the substation for some distances and crosses the railway track and Highway as UG Cable and reach to the transformer near to FIT. Then travel Parallel to the Highway as OH line upto MKS transformer and then travel further to Uliyanloor crossing the Periyar through the Uliyanloor Bridge as Cable. The LT line originate from the MKS distribution transformer feeds to few domestic connections and balance to the commercial establishment (Shops). There is no industrial service Connections fed by this LT line. The appellant was facing frequent power interruptions as short term tripping, unscheduled outages, shut down without advance informations etc.

The Appellant had already installed Rooftop, grid connected Solar Plant. The Appellant is engaged in share trading business for which reliable power supply and net connectivity are basic requirements. When the power is off the modem of the internet also cut off due to non availability of power. This affects the trading of business. The share market is fluctuating with respect to the time. Accordingly the unscheduled and frequent power interruptions affect their business. The main grievances is not about the occasional power interruptions due to faults, accidents, or other emergency situations, but the shutting of power without advance notices is not acceptable to them. It is noticed that the said Uliyanloor feeder is feeding to Aluva North Section as well as Aluva West Sections. The Shut down for periodical maintenance of the distribution system by any of the section is not properly coordinated to

the other section, this results to non generation of advance informations.

From the statements submitted by the respondent it is noticed that for period from 13/07/2026 to 14/08/2026, there was 20 interruption in which there are multiple interruptions in certain days upto 5 interruptions. The inconvenience faced by the consumer would really a concern.

The respondent had informed that all the precautions where taken to avoid frequent power failure. Timely advance information will be given for all the planned shut downs by either of the sections. Both the sections will be effectively coordinated so that effective communications will be sent to concerned consumers. The Respondent also informed vide their letter dated 14/10/2026, that the Licensee is already planned certain Short term and long term measures to improve the power quality of Aluva Division.

I. The Short term activities (Immediate Action)

1. Uliyanloor 11kV feeder line patrolling and vegetation clearance.
2. A comprehensive HT line maintenance programme covering RMU, UG cable, ABC, Jumper renewal, AB switch etc.
3. Proper distribution transformer preventive maintenance.

II. The Long term measures (within 2 years).

1. Construction of 11kV UG cable for Uliyanloor feeder NH side.
2. Construction of 11kV UG cable and installation of new RMU for Uliyanloor Bridge.
3. C-extension for Uliyanloor FIT RMU.
4. Reconductoring of existing OH at Aluva, Pulinchodu ferry road with ABC/covered conductors.

III. Very Long Term (within 4 to 5 years).

1. Reconductoring of existing OH line at Uliyanloor and Kunjunnikkara area by ABC/covered conductors.
2. Construction of new 11kVA feeder III from Edayar substation to Pulinchodu area.

The respondent had stated that by implementing this measures, the power situation at Aluva will be improved.

During the hearing the respondent is asked to examine the feasibility of transferring the MKS transformer from Uliyanloor feeder to Kadungalloor feeder. The technical feasibility have been examined and reported that the Kadungalloor feeder will be overloaded by transferring some of the transformers connected to Uliyanloor feeder to Kadungalloor feeder. As such this proposal is not workable.

The Regulation 4 of the Kerala Electricity Supply Code, 2014 states about the duty of the Licensee to develop and maintain 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 4(7) of the KSERC (SOP) Regulation, 2015 states about the period of scheduled outages.

4. Guaranteed standards of performance. -

(7) Period of scheduled outages. - Interruption in power supply due to scheduled outages other than load-shedding, shall be notified by the licensee at least twenty four hours in advance and such interruption shall not exceed ten hours in a day.

This regulation is very clear that the consumers are informed well in advance for all planned shutdowns. The Licensee is responsible to provide good quality power to the consumers, including the voltage, frequency etc.

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 respondent shall take all measures to ensure reliable power supply to the appellant with minimum interruption.
2. The respondent should ensure that advance intimation as per regulation to the consumer for all planned shutdowns for maintenance.
3. The respondent has to ensure that all the short term measures referred above are to be completed periodically at least every year and or whenever required.
4. All the long term measures mentioned above are to be executed within 2 years to ensure reliable power distribution in this area.
5. The respondent/Licensee shall execute the very long term measures within 4 years to get an effective and reliable power supply to the Aluva area.
6. This petition is disposed accordingly.
7. No other costs approved.

ELECTRICITY OMBUDSMAN

No. P/047/2026/ dated: 15-10-2026.

Delivered to:

- 1) Smt. Bindu Satish, Vinayakam, Parat Lane, Aluva, Ernakulam (dt) - 683101.
- 2) The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Aluva Town, 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 - 683503