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Appeal Petition No. P/049/2026
(Present A. Chandrakumaran Nair)
Dated: 03-11-2026

Appellant	:	Sri. Ratheesh R Nair House No.6/67C, Ratheesh Mandiram, Anakkandom, Punnapra, Alappuzha (dt) - 688004.
Respondent	:	The Assistant Executive Engineer Elecrtrical Sub- Division, KSE Board Ltd, Amabalappuzha, Alappuzha (dt)

ORDER

Background of the case

The appellant Sri. Ratheesh R Nair is a domestic consumer of Licensee, KSEBL under the Electrical Section, Punnapra with consumer No:1155046022952. The power supply to the appellant is fed from a 100kVA transformer named as Kalpeni Transformer. The Appellant is planned to install on-grid roof top solar plant at his premises and approached the licensee. On oral enquiry the officials of Punnapra section had informed that the Kalpeni transformer is not having capacity. Then the appellant had requested the respondent to augment the capacity to accommodate additional solar plants. The Appellant had applied for the feasibility and this was rejected by the Licensee. The petition had been filed to CGRF vide OP/30/26-27 and the CGRF had issued the order on completing the procedures on 04/08/2026. This petition had been filed as an appeal petition to the CGRF order.

Arguments of the Appellant

The Appellant is a domestic consumer bearing Consumer No. 1155046022952 under Electrical Section Punnapra. I intend to install an on-grid rooftop solar power plant (3 kW) under the PM Surya Ghar: Muft

Bijli Yojana. In this regard, I had submitted an application dated 16/04/2026 addressed to AE Punnapra (with copies marked to AE Electrical Sub Division Ambalappuzha and Executive Engineer Electrical Division Alappuzha). The Kalpeni distribution transformer, from which my premises is supplied, had no available capacity for accommodating additional on-grid solar generation, and therefore solar feasibility could not be granted.

In this regard, I approached CGRF Ernakulam seeking appropriate relief to step up / augment the capacity of the Kalpeni transformer, but could not get appropriate relief from CGRF Ernakulam. CGRF advised me to submit a formal application for solar feasibility at KSEB Punnapra. Accordingly, I submitted an application in this regard to KSEB Punnapra on 21/08/2026.

Considering the facts stated above, I earnestly request your kind intervention and appropriate steps to enhance/upgrade the capacity of the Kalpeni transformer in order to enable me to avail the facility of PM Surya Ghar: Muft Bijli Yojana at my home. A favorable action in this regard is respectfully requested.

Arguments of the Respondent

The appellant, Sri. Ratheesh R. Nair, residing at House No. 06/67 C, Ratheesh Mandiram, Anankandom, Punnapra, Alappuzha - 688004, is a consumer bearing Consumer No. 1155046022952 under Electrical Section Punnapra. The premises of the appellant falls within the area fed by the Kalpeni 100 KVA Transformer. The appellant intended to install an on-grid solar power plant at his premises. He approached the officials of Electrical Section, Punnapra, and made an oral enquiry regarding the feasibility of connecting the proposed solar power plant to the Kalpeni 100 KVA transformer. However, the apepllant did not submit any application before the Electrical Section, Punnapra, for obtaining grid connectivity or for conducting a feasibility assessment, nor did he remit the prescribed application fee for processing such an application. Accordingly, no application for grid connectivity or feasibility assessment was pending before the Electrical Section, Punnapra. The information furnished to the appellant was only in response to his oral enquiry regarding the availability of capacity in the existing distribution transformer.

Subsequently, the complainant submitted a written complaint regarding the reported non-feasibility of accommodating the proposed solar power plant under the Kalpeni 100 KVA Distribution Transformer and requested enhancement of the capacity of the said transformer. The complaint was submitted before the Assistant Engineer, Electrical Section, Punnapra, and also before the office of the undersigned. At the time of receiving the complaint the appellant was informed that there is no capacity available for accommodating the proposed solar power plant. Thereafter, the appellant filed a petition before the Hon'ble Consumer Grievance Redressal Forum, bearing Case No. OP 30/2026-27 dated 15.06.2026. The Statement of Facts, along with the connected documents, was submitted from this office before

the Hon'ble Forum on 10.07.2026. The matter was heard by the Hon'ble Forum on 22.07.2026 at 2.00 p.m. Subsequently, the Hon'ble Consumer Grievance Redressal Forum passed its final order in the above matter on 04.08.2026, vide Order No. CGRF-CR/OP No.30/2026-27/196.

In the said order, the Hon'ble Consumer Grievance Redressal Forum issued the following directions/decisions:

- The respondents decision to decline immediate solar feasibility on the ground of non availability of hosting capacity in the existing Kalpeni Transformer is upheld.
- The petitioner shall submit a formal application for solar feasibility, if not already submitted. The respondent shall process the application in accordance with Regulation 18A of the KSERC (Renewable Energy and Net Metering) Regulations, 2020, read with the applicable provisions of the Kerala Electricity Supply Code, 2014 and communicate the outcome to the petitioner through a reasoned written communication.
- If the applicable statutory provisions permit infrastructure augmentation on recovery of expenditure from the petitioner, the respondent shall proceed further in accordance with the applicable Regulations after obtaining the petitioners willingness.
- In the facts and circumstances of the case, the respondents temporary refusal to grant immediate solar feasibility is found to be legally sustainable. Accordingly the petition is dismissed.

The appellant. Sri. Ratheesh R. Nair, has now submitted an application for obtaining feasibility for the proposed 3KW solar connection under the Kalpeni 100 KVA Transformer before the Assistant Engineer, Electrical Section. Punnapra, on 21.08.2026 and has remitted the prescribed application fee of Rs. 1,000/- vide RT No. 55040260821101032. Even at present, no spare capacity is available in the Kalpeni 100 KVA Transformer for accommodating any additional on-grid solar generation. Therefore, directions have been issued to the Assistant Engineer, Electrical Section, Punnapra, to issue a letter to the appellant regarding the feasibility of the Kalpeni 100 KVA Transformer. Meanwhile, the appellant has submitted a complaint before the Hon'ble Kerala State Electricity Ombudsman vide Representation No. P049/2026.

At present, 23 consumers with on-grid solar installations are connected under the Kalpeni 100 KVA Transformer, with a total installed solar capacity of 80.04 kW. A copy of the Distribution Transformer Feasibility Report generated from Orumanet (KSEB Billing Software) is produced herewith for reference. As per the prevailing guidelines of KSEB, the total capacity of on-grid solar installations connected to a distribution transformer shall not exceed 90% of the rated capacity of the transformer. In the present case, the permissible limit has already been reached, and no balance capacity remains available under the Kalpeni 100 KVA Transformer. The appellant has further requested that the Kalpeni 100 KVA Transformer be upgraded or that a new transformer be installed to facilitate his proposed solar

connection. In this regard, it is respectfully submitted that there are no existing orders, regulations, or circulars issued by KSEB authorizing the enhancement of transformer capacity or the installation of a new transformer solely for providing grid connectivity to an on-grid solar plant.

It is further submitted that, within the jurisdiction of Electrical Section. Punnapra, there are 18 transformers of 100 KVA and 9 transformers of 160 KVA whose permissible solar connectivity capacity has already been exhausted. Thus, a total of 27 distribution transformers under the Section presently have no remaining capacity for connecting additional on-grid solar plants. A detailed list of these transformers is produced separately for reference. The issue of inadequate transformer capacity is therefore not confined to the appellant alone but also affects several consumers within the jurisdiction of Electrical Section, Punnapra. Numerous consumers approach the Section Office and Sub-Division Office every day seeking information regarding the feasibility of solar connectivity, including consumers served by the aforesaid 27 transformers, Including the Kalpeni 100 KVA Transformer.

In the absence of any decision, order, or circular issued by KSEB permitting transformer enhancement or the installation of new transformers exclusively for facilitating additional on-grid solar connections, KSEB is not empowered to undertake such works for the benefit of any individual consumer, including the appellant. It is also informed that, if KSEB issues any order, guideline, or circular in the future providing for transformer enhancement or the installation of transformers for accommodating additional on-grid solar connections, this office shall take appropriate action in accordance with such directions, subject to the applicable rules and regulations.

In the above circumstances, I respectfully submits that the complaint is devoid of merit and is liable to be dismissed.

Analysis and findings

The hearing of this appeal petition was conducted on 26/10/2026 at 11:00 A.M. in the O/o State Electricity Ombudsman, D.H Road, Ernakulam (DT). The hearing was attended by the appellant Sri. Ratheesh R Nair and the respondent Smt. Parvathy S Kumar, Assistant Engineer (I/C), Electrical Sub Division, Amabalappuzha, Alappuzha (Dt).

The Appellant is a domestic consumer intent to install a 3 kW on-grid solar plant on the roof top of his residence. The feasibility of connecting this solar plant has been checked at the section office. The residential connection of the appellant is feeding from 100kVA, Kalpeni transformer. The officials of the Licensee had informed that the existing transformer not having capacity to connect this solar plant. Though he had represented to the higher officials no actions was taken by the Licensee. The appellant had applied for the feasibility of connecting 3kW on-grid solar plant on 21/08/2026. The officials of the section office has inspected the site and issued the grid feasibility report on 07/09/2026, stating that it is not feasible to connect this solar plant.

According to the regulations issued by the Hon'ble KSERC, the cumulative solar capacity connected to a distribution transformer shall not exceed 90% of the transformer capacity. The respondent had submitted the details of the solar plant connected to this 100kVA, kalpeni transformer. The total capacity of solar plant could be connected to 100kVA transformer is 81kW and the cumulative capacity of solar already connected is 80.04 and balance available is only 0.96kW. There are other two consumer also applied for solar connectivity prior to the appellant with total capacity of **8** kW. The possibility of shifting the LT distribution system to the neighbouring transformer have been examined. This is also not technically feasible as all the transformers of their section is fully exhausted the capacity. There are 27 transformers under this section in which 18 are of 100kVA and 9 are of 160kVA capacity. Almost all the transformers are connected with solar plants with cumulative capacity near to 90%. Then the only possibility is to augment the capacity of existing transformers or insert additional new transformers.

The Government of India and Government of Kerala were having very ambitious plans for growth and development of Green Energy and Solar Energy is one of the main sector of renewal energy. The requirement of energy are growing exponentially but the generation sector is not growing in the similar phase. This is why roof top solar installation are promoted by both Central & State Governments. The small household could only go for the grid interactive solar and the Licensee has to promote this green energy generation. The distribution network is to be strengthened adequately to accommodate the maximum solar generation. The regulation 4 of the Electricity Supply Code - 2014 stipulates about the duty of Licensee to develop the power distribution network.

SYSTEM, SAFETY AND STANDARDS OF SUPPLY OF ELECTRICITY

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 demand of the consumer to connect the solar system also to be considered as the demand for the extension, upgradation and development of the distribution system. The respondent had informed that the proposal for augmenting the transformer capacity is under the active consideration under the next Dyuthi project. This project will commence in the financial year 2027-28. It is confirmed that the transformer

upgradation/augmentation will be completed by May - 2027. Then the feasibility to the appellant and other pending cases could be granted. It is proposed replace the 100kVA transformer by 160kVA transformer to cater the demand.

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 shall upgrade/augment the capacity of transformer to accommodate more solar plants on a time bound manner at least on or before June - 2027.

2. The feasibility of the appellant have to be granted by the Licensee considering application already submitted without collecting any further application fee on completing the augmentation.

3. No other costs Approved.

ELECTRICITY OMBUDSMAN

No. P/049/2026/ dated: 03/11/2026.

Delivered to:

1. Sri. Ratheesh R Nair, House No.6/67C, Ratheesh Mandiram, Punnapra, Ambalappuzha, Alappuzha (dt)
2. The Assistant Executive Engineer, Elecrtrical Sub-Division, KSE Board Ltd, Ambalappuzha, Alappuzha(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.