

# **CONSUMER GRIEVANCE REDRESSAL FORUM**

## **CENTRAL REGION**

(Formed under Section 42(5) of the Electricity Act 2003)

**220 kV Substation Compound, HMT Colony P.O. Kalamassery, Pin – 683 503**  
**Phone No. 0484-2556500 Website: [cgrf.kseb.in](http://cgrf.kseb.in), Email: [cgrf.ekm@gmail.com](mailto:cgrf.ekm@gmail.com),**  
**CUG No. 9496008719**

Present	(1) Smt. Sheeba. P (2) Sri. Biju Varghese	Chairperson 3 <sup>rd</sup> Member
Petitioner		Sri. Navaz P.K., Pottathara (H), Aroor P.O., Alappuzha – 688534.
Respondent	1)	The Assistant Executive Engineer, Kerala State Electricity Board Ltd, Electrical Sub Division, Poochakkal, Alappuzha. (Electrical Section, Aroor).

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**No.CGRF-CR/OP No.43/2023-24**

**Date:31-10-2023**

### **ORDER**

#### **Background of the case:**

The petitioner is having an electric connection bearing consumer number 1155150017731 with solar-on-grid connectivity under the jurisdiction of the Electrical Section, Aroor. The petitioner availed this electricity connection on 15/06/2007 and started solar generation on 01/11/2022. On June 2023, the petitioner received a current bill having an exorbitant amount of Rs.6213/-. Thus, as per the request of the petitioner, the disputed meter was sent for testing at TMR Division, Pallom and found faulty. In the bill issued on the month of July 2023, the solar export unit was shown as 'zero'. On inspection by the solar engineer, it was found that the net meter connection was wrongly connected and on its rectification, the solar system started functioning properly. Thus the petitioner requested the Assistant Engineer to waive off the exorbitant bills due to meter faulty and improper net meter connection; but was only waived off partially. Thus the petitioner has approached this Forum seeking justice.

### **Version of the Petitioner:-**

The petitioner states that on June 2023, the petitioner received an electricity bill having an exorbitant amount of Rs.6213/-. Thus the petitioner submitted a written complaint to the Assistant Engineer, Electrical Section, Aroor and on payment of meter testing amount of Rs.2613/-, the existing net meter was replaced with another one on 23 June 2023 in the presence of the petitioner's brother and the original one was sent for testing which was proved as faulty later.

The petitioner states that, immediately after the meter replacement, the petitioner couldn't notice an email alert message from the respondent as the petitioner didn't have internet access from 12 June to 25 July 2023. Later the petitioner realized that the alert was due to the wrong net meter connection. On July 2023, the petitioner received the electricity bill with an amount of Rs.6481/- including an arrear amount of 6213/- of the previous month and this bill was showing the export from the solar system as zero units. The petitioner states that at the request of the petitioner, the solar engineer inspected the net meter connection and found the wrong connection which resulted in the reason for showing the export as zero. The petitioner states that the respondent later reconnected the net meter properly and hence the meter started functioning perfectly. Thus the petitioner requested the respondent to waive off all the excess amounts caused by the faulty meter and due to the improper net meter connection. But the respondent only partially waived off the excess amount caused by the two reasons and the latest bill received by the petitioner was for an amount of Rs.2054/- as due. Thus the petitioner approached this Forum to waive off the exorbitant amount.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 29/09/2023.

### **Version of the Respondent:-**

The respondent reports that the petitioner took the electrical connection on 15/06/2007 and availed solar on-grid connection with effect from 01/11/2022. The

respondent states that the current charge of the petitioner for the month of 06/2023 was Rs.6213/-.Thus the petitioner submitted an application at Electrical Section, Aroor requesting to inspect the premises and to send the meter for testing. The respondent states that an inspection was conducted at the petitioner's premise on 23-06-2023 where the officials of the licensee replaced the existing meter with a new meter without altering the mode of connection and all these were done in the presence of the representative of the petitioner, Sri. Sirajudeen. Also the meter was sent to the meter testing unit, TMR Division, Pallom.

The respondent argues that for the month of August 2023, there was no solar-generation reading and export reading. The bill for the month of 07/2023 was Rs.270/- and for 08/2023,it was Rs.870/-. On getting the bill of 08/2023, the petitioner again alleged that the connection given by KSEBL is not correct and hence the solar readings are not displayed. Thus the officials of the respondent again visited the premises and observed that the connection cables were altered. The respondent states that the petitioner had rearranged the connection with the help of a solar panel technician for the functioning of solar equipment, by connecting a wire to the neutral terminal of the meter. On seeing this, the meter terminal cover was sealed by the Section staff. The respondent states that usually the connection to the solar inverter was given from the output terminal of Low Tension (LT) fuses and from the neutral link or from the isolator installed after the LT fuses in the petitioner's premises. Hence the supply to solar inverter will not be affected while changing the meter.

The respondent conveys that it on 15-08-2023;the meter test result was obtained in which the meter was declared as faulty. Hence the bill of 06/2023, which caused the complaint, was revised with the previous average of three billing cycles amounting to Rs.916/- which appeared on 22-08-2023. Hence the total due from the petitioner as on the end of August was Rs.2056/-.

Revised bill for the month of June 2023 = Rs.916/-

Arrear 07/2023	Rs.270/-
Arrear 08/2023	Rs.870/-
Total	Rs.2056/-

The respondent states that the petitioner has paid this amount on 31/08/2023. The respondent argues that the arrear amount of Rs.1184/- as mentioned in the petition was the sum of the revised bill of June 2023 (Rs.916/-) and the monthly bill of Rs.270/-for July. The energy charge of Rs.612.74/- was the energy charge included in the bill of August. Thus the respondent declares that the petitioner needs to pay all these amounts.

### **Analysis and findings:**

This Forum afforded an opportunity to hear the Petitioner and the Respondent on 20/09/2023 at the chamber of the Chairperson, Consumer Grievance Redressal Forum, Ernakulam. But the petitioner was absent for the hearing and the respondent was present for hearing. Having examined the petition in detail and the statement of facts of the respondent, considering all the facts and circumstances in detail and perusing all the documents of both sides, the Forum comes to the following observations, conclusions and decisions thereof.

As the petitioner vide email dated 16-10-2023 has informed this Forum that the complaint has been redressed by the respondent and thus intends to withdraw the complaint, this Forum has decided not to further intervene in this matter and treat this complaint as withdrawn and settled.

### **DECISION:**

**Considering the above facts and circumstances, the Forum issues the following orders:-**

- 1) The complaint is withdrawn by the petitioner and hence treated as settled.**
- 2) No cost ordered.**

*The petitioner is at liberty to file appeal before the State Electricity Ombudsman, D.H. Road, Off shore Road Junction, Near Gandhi Square, Ernakulam, Pin – 682 016 (Ph: 0484 -2346488 , Mobile No. 8714356488) within 30 days of receipt of this order, if not satisfied with this decision.*

**Dated this 31<sup>st</sup> day of October 2023**

Sd/-  
Sri.Biju Varghese  
3<sup>rd</sup> Member  
CGRF, Ernakulam

Sd/-  
Smt. Sheeba. P  
(CHAIRPERSON)  
CGRF-CR, Ernakulam

Endt. On CGRF-CR/OP No.43/2023-24 Dated  
Delivered to  
Sri.Navaz P.K.,  
Pottathara (H),  
Aroor P.O.,  
Alappuzha – 688534.

Sd/-  
CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)  
CGRF-CR, KALAMASSERRY

Copy submitted to: 1)The Secretary, KSEBL, Vydhyuthi Bhavanam, Pattom,  
Thiruvananthapuram.  
2)The Secretary, Kerala State Regulatory Commission,  
KPFC Bhavanam, C.V Raman Pillai Road, Vellayambalam,  
Thiruvananthapuram.

Copy to: - (1) The Deputy Chief Engineer, Electrical Circle, KSEBL, Alappuzha  
(2) The Executive Engineer, Electrical Division, KSEBL, Cherthala  
(3) The Assistant Executive Engineer, Electrical Sub Division,  
KSEBL, Poochakkal  
(4) The Assistant Engineer, Electrical Section, Aroor.