

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, Email: cgrf.ekm@gmail.com,
CUG No. 9496008719

Present	(1) Smt. Sheeba. P (2) Sri. Biju Varghese	Chairperson 3rd Member
Petitioner		Sri. John. S, Kuttikala Puthenvelayil, Venmony P.O., Chengannoor, Pin – 689 509, Alappuzha Dist.,
Respondent		The Assistant Executive Engineer, Kerala State Electricity Board Ltd, Electrical Sub Division, Kollakadavu, Alappuzha. (Electrical Section, Venmony).

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No.CGRF-CR/OP No.40/2023-24

Date:31-10-2023

ORDER

Background of the case:

The petitioner is having an electric connection for domestic purpose bearing consumer number 1158245005473 under the jurisdiction of Electrical Section, Venmony. On February 2023, the petitioner installed a solar system at the residence of the petitioner. Since then, the petitioner did not receive any electricity bill till 07/2023. On 03/07/2023, the petitioner received an electricity bill with an exorbitant amount of Rs.4166/-. On 01/08/2023 again the petitioner received another electricity bill having an exorbitant amount of Rs.8053/-. Even though a letter dated 05/08/2023 was submitted to Electrical Section, Venmony requesting to issue the bills and adjustments on every month, the respondent denied the request. Hence the petitioner approached this Forum seeking justice.

Version of the Petitioner:-

The petitioner states that a solar system was installed at the residence of the petitioner on February 2023. Since then, the petitioner did not receive any electricity bill till 07/2023. On 03/07/2023, the petitioner received an electricity bill with an exorbitant amount of Rs.4166/- with no details regarding the amount and consumption. The petitioner argues that the respondent charged this exorbitant rate without giving a single-day time to remit the amount and was also threatened with the fuse removal if the payment has not made on the same day. Hence the petitioner paid the amount with protest. On 01/08/2023 again the petitioner received another electricity bill having an exorbitant amount of Rs.8053/- with no further details and also with the same threat of disconnection. Hence the petitioner again had to remit this bill; but under protest. The petitioner states that even though the petitioner handed over a letter dated 05/08/2023 through the petitioner's daughter to the respondent requesting to issue the bills and adjustments every month, the respondent denied the request. Hence the petitioner has approached this Forum requesting to direct the respondent to issue separate bills for every month from February 2023 to July 2023 and in future.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 21/09/2023.

Version of the Respondent:-

The respondent reports that the petitioner had installed a 4 kWp solar power on-grid generation unit on 18/02/2023. However, the solar panels exhibited sub-par functionality due to power panel complaints during the succeeding four months. As it was not possible to feed with the various parameters required for the PDA billing system, bills were generated manually from February 2023 to July 2023 as per the meter readings. However the energy import/ export related to solar on-grid generation had been accurately processed as per the units recorded in the meter. The respondent declares that the billing of this petitioner on account of energy import and export has been carried out correctly and no financial loss has been incurred by the petitioner with regard to the billing process.

Analysis and findings:

Hearing was conducted at the chamber of the Chairperson, Consumer Grievance Redressal Forum, Ernakulam. The Forum afforded an opportunity to hear the Petitioner and the Respondent on 11/10/2023. Both the representative of the petitioner and the respondent were 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.

During the course of hearing, the petitioner criticized the respondent for not furnishing the monthly bills regularly and in time to the petitioner since the installation of the solar power plant. The petitioner pointed that the accumulation of bills in lump-sum from 02/2023 to 05/2023 caused a huge financial burden to them and the non-furnishing of its split-up details, even after repeated enquires, caused doubts regarding the credibility of bill calculation. The petitioner opined that if the petitioner had served with bills in time for the period from 02/2023 to 05/2023, they could have remitted those bills in time and would have not caused any financial crisis to them.

In response, the respondent stated that the petitioner was served with manual bills during the period from 02/2023 to 05/2023, as the system-generation of the bills for this petitioner was not possible during this period due to no solar generation. The respondent further pointed out that the solar panels of the petitioner exhibited some functional issues due to solar panel complaints during the period from 02/2023 to 05/2023, which was a fault from the petitioner's side and hence it was not possible to procure the various parameters required for the spot billing equipment, which resulted in the preparation of manual bills and handed over to petitioner in time. The respondent also stated that all these matters had been intimated to the petitioner in person by himself. But the petitioner denied and informed that no intimation regarding these has yet been received by them.

However, the petitioner acknowledged that they have rectified the issue with their solar system and as a result, they are now receiving regular electricity bills now.

On evaluating the documents, statements and details submitted by both the respondent and petitioner, this Form analyses that the respondent has provided the split-up details regarding the consumption and bill amount of the petitioner for the period from 02/2023 to 05/2023 which is tabulated below:-

Month / Year	Consumption in units (Net)	Bill Amount
02/2023	261*	1558
03/2023	18	133
04/2023	200	1296
05/2023	200	1296

[*energy consumption for the period from 11/01/2023 (previous bill date) to 18/02/2023 (solar generation plant installation date) = 260 units and net energy consumption for the period from 18/02/2023 to 28/02/2023 (present bill date) = 1 unit]

This Forum further evaluates that there was some technical error in the solar power generation system which attributed to the petitioner and that resulted in generating manual bills by the licensee. But the petitioner complained that they did not get even the manual bills from the date of solar system installation (February 2023) till the month 06/2023. The petitioner also agreed that they did not enquire the same with the licensee till they get a consolidated bill dated 03/07/2023. The Regulation 122(11) of Kerala Electricity Supply Code, 2014 (stated below), states that if a consumer does not receive the bill within seven days of the date of issue of the bill, the consumer can obtain a duplicate bill. Regulation 122 (12) states that non-receipt of the bill shall not entitle the consumer to delay payment beyond the date stipulated in the original bill.

Regulation 122. General provisions relating to billing.-

“(11) If a consumer does not receive the bill within seven days of the date of issue of the bill, he may obtain a duplicate bill from the concerned billing office of the licensee.

(12) The licensee shall issue a duplicate bill immediately if the consumer contacts the office of the licensee in person or telephonically:

Provided that, non-receipt of the bill shall not entitle the consumer to delay payment beyond the due date stipulated in the original bill.”

DECISION:

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

- 1) The petitioner is liable to pay the bill.**
- 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 31st day of October, 2023

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

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

Endt. On CGRF-CR/OP No.40/2023-24 Dated
Delivered to

Sri. John. S,
Kuttikala Puthenvelayil,
Venmony P.O., Chengannoor,
Pin – 689 509, Alappuzha Dist.,

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,
Chengannur
(3) The Assistant Executive Engineer, Electrical Sub Division,
KSEBL, Kollakadav
(4) The Assistant Engineer, Electrical Section, Venmony