

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) Smt. Mini Francis	Chairperson 2 nd Member
Petitioner		Sri. Santhoshkumar.C.R, S/o.Rajappan Nair. C.K, Chirayil House, Arookutty P.O., Cherthala, Alappuzha, Pin – 688 535.
Respondent	1) 2)	The Assistant Executive Engineer, Kerala State Electricity Board Ltd, Electrical Sub Division, Poochakkal The Assistant Engineer, Kerala State Electricity Board Ltd, Electrical Section, KSEBL, Arookutty

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No.CGRF-CR/OP No.11/2023-24

Date: 27-07-2023

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ORDER

Background of the case:

The petitioner is having a LT VI F tariff electricity connection with Consumer Number 1157059004037, which falls under the jurisdiction of the Electrical Section, Arookutty. Normally, the petitioner receives electricity bills ranging from Rs.300/- to Rs.400/-. However, on 05/04/2023, the petitioner was shocked to receive an electricity bill amounting to Rs.4049/-. Despite lodging a complaint with the respondent, no actions were taken, and the power supply was disconnected.

Feeling aggrieved by this situation, the petitioner has approached this Forum seeking justice.

Version of the Petitioner:-

The petitioner states that previously the electricity bills of the petitioner were in the range of Rs.300/- to Rs.600/-. But on 05/04/2023, the petitioner's electricity bill reached to an amount of Rs.4049/-without any over consumption. The petitioner believes it was due to meter faulty, he got this exorbitant bill amount. Thus on 11/04/2023, the petitioner filed a complaint before the Assistant Executive Engineer, Electrical Sub Division, Arookutty for replacing the meter; but no action has been taken yet upon this complaint. The petitioner complains that instead of taking any action upon his complaint or replacing his meter, the respondent disconnected his electric supply on 04/05/2023 for the non-payment of the disputed bill amount. Thus the petitioner seeks justice from this forum, requesting restoration of service connection, replacement of the faulty meter and compensation for the inconvenience and mental distress caused by the entire situation.

Subsequently, statement of facts was called for and the same was submitted by the respondent on 12-07-2023.

Version of the Respondent (Interim Report):-

The respondent admits the fact that the complaint of the petitioner could not be attended in time. The respondent states that upon the petitioner's complaint received at Electrical Section, Arookkutty, the officials of that office reached the premises, met the petitioner and made him aware about the correctness of the meter by testing it. The petitioner was also made aware about the occurrence of earth leakage in the premises, which resulted in this exorbitant bill. The respondent further states that a check meter has been installed at the premises of this petitioner on 06/06/2023, for checking the correctness of the petitioner's meter and the details will be intimated to this Forum.

Version of the Respondent (Final Report):-

The respondent states that a check meter was connected at the premises in series with the meter under dispute on 06/06/2023 for ascertaining the correctness

of the existing energy meter, which did not yield any result due to the lack of consumption in the said premises during the testing period. Thus the meter under dispute was taken out with the permission of the petitioner and was sent for testing at the TMR Division, Pallom on 23/06/2023. The test report was received on 11/07/2023 which stated that *“the meter is presently in good condition and also concluded that the meter can be taken as faulty due to a software error occurred with the meter during the period in which abnormal reading/consumption was said to have occurred. Hence, the disputed bill can be revised based on the average consumption of the previous three bills”*.

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 12-07-2023. Both 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 has raised the same arguments that has mentioned in his version. The petitioner stated that there was no abnormal consumption during the disputed bill period. The respondent stated that as per the test report dated 01-07-2023 received upon testing the meter at TMR Division, Pallom, it is stated that:

- *Errors of the meter found within the permissible limits.*
- *However following abnormalities found in the downloaded data- Abnormal reading in 02/2023 irrespective of the MD recorded- Suspected software error and meter can be treated as faulty.*

Thus, in response to the test report of the meter, the respondent stated that the disputed bill could be revised based on the average consumption of the previous three bills and subsequently they agreed to revise the petitioner's disputed bill accordingly. The petitioner also accepted the respondent's statement in this

regard. Accordingly, this Forum directed the respondent to revise the bills for average consumption. Thus the respondent revised the bills and reported before this Forum. As per that, the disputed bills for the months of 04/2023 and 06/2023 were revised to Rs.365/- and Rs.367/- respectively.

DECISION:

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

- 1) As the respondent revised the disputed bill on the basis of average consumption, the dispute is treated as settled and hence this petition is disposed herewith.**
- 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 27th day of July 2023

Sd/-

Mini Francis
2nd Member
CGRF, Ernakulam

Sd/-

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

Endt. On CGRF-CR/OP No.11/2023-24 Dated
Delivered to

Sri.Santhoshkumar.C.R,
S/o.Rajappan Nair. C.K,
Chirayil House,
Arookutty P.O., Cherthala, Alappuzha,
Pin – 688 535.

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, ElectricalSection,Arookutty