

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G, Deputy Chief Engineer, Chairperson  
2. Sri. Rajeev.N Executive Engineer, Member II  
3. Sri. M. Sabu, Advocate, Member III

Friday 30th June ,2023

**OP No.3/2023**

Between

Petitioner: Smt. Manjusha.R,  
TC 11/1698(2), NewTC 25/1413 CRA  
E 122, Sreerangam, Charachira,  
Koudiar, Thiruvananthapuram PIN.695003

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division,Puthenchantha

(2) The Assistant Engineer,  
Electrical Section, Cantonment, Thiruvananthapuram.

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer under the area of Electrical Section, Cantonment Thiruvananthapuram bearing Consumer No.1145067011415. The petitioner is aggrieved by the issuance of an inspection bill amounting to Rs.25,377/- dated 6/08/2018. According to the petitioner, the bill was issued for the period during which no one was residing in the house. At that time the petitioner and her family were residing at Thodupuzha. Lease agreement of the house at Thodupuzha and receipts of electricity bills pertaining to the rented household at Thodupuzha are produced before the Forum. Meter reading of the premises in Thiruvananthapuram was not available due to the locked status of the house and the fact itself indicates that there was no one residing at the house. Hence the petitioner prays the Forum to cancel the bill issued by the licensee based on average consumption and refund the excess amount paid by the petitioner.

**2. Version of the respondent**

The service connection bearing Consumer No.1145067011415 is a three phase domestic service connection having registered connected load of 6760 watts and billed under LT IA tariff. As per the records, energy meter reading of the premises was zero for the period from 06.11.2015 to 26.05.2017. The faulty meter

of the premises was replaced on 26/05/2017. From the next bill onwards after replacing the meter, consumption was recorded in the newly installed meter from which it was evident that the previous meter had been faulty.

The Regional Audit Office of the licensee after conducting inspection at the section office, issued direction to serve short assessment bill to the petitioner for the period in which faulty meter had been existing in the premises, in line with Regulation 125 of Kerala Electricity Supply Code, 2014. It is stipulated in the said Regulation that charges based on the average consumption shall be levied only for a maximum period of two billing cycles during which time the licensee shall replace the defective or damaged meter with a correct meter.

The petitioner had filed the complaint based on the presumption that the licensee has demanded charges for the entire period from 01/06/2015 to 31/03/2017 including the period during which the petitioner was not staying at the said premises. But the licensee has issued short assessment bill only for the period of two billing cycles as per relevant regulations in force.

### **3. Analysis and Findings**

The Hearing of the case was conducted on 03/04/2023. Both the petitioner and the respondent were present and the Forum heard the matter in detail.

On analyzing the petition and other connected documents produced before the Forum by the petitioner as well as the respondent, the Forum came to the following conclusions and decisions.

The case is with regard to an inspection bill amounting to Rs.25,377/- issued by the licensee. The petitioner argued that the bill was issued for the period during which the petitioner was not residing at the domestic premises. The petitioner and her family were residing at Thodupuzha in a rented house. Copy of lease agreement and proof of remittance of electricity bills pertaining to the rented household is produced as evidence. Certain other documents showing that the petitioner had been working at other places, has also been produced before the Forum. The petitioner informed that they have returned to their house in Thiruvananthapuram only after 31/03/2017.

The respondent stated that the energy meter in the premises of the petitioner had been recording zero consumption for the period from 06/11/2015 to 26/05/2017. But the licensee has assessed and issued short assessment bill for two billing periods based on the report of an inspection by the Regional Audit Office

The petitioner's premises had been under locked status and meter was not accessible for reading. Regular bills were issued for zero consumption. When meter was accessible and reading was taken again, no consumption was seen recorded in the meter. Consequently the meter was declared faulty.

When energy meter in any consumer premises is found to be faulty, procedure to be adopted for billing is mentioned in Regulation 125 of Kerala Electricity Supply Code, 2014.

*125. Procedure for billing in the case of defective or damaged meter.- (1) In the case of defective or damaged meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found or reported defective:*

*Provided that, the average shall be computed from the three billing cycles after the meter is replaced if required details pertaining to previous billing cycles are not available:*

*Provided further that any evidence given by consumer about conditions of working and occupancy of the concerned premises during the said period, which might have had a bearing on energy consumption, shall also be considered by the licensee for computing the average.*

*(2) Charges based on the average consumption as computed above shall be levied only for a maximum period of two billing cycles during which time the licensee shall replace the defective or damaged meter with a correct meter.*

As per the data available from the billing software the energy meter was not accessible for reading since 06.11.2015. according to the petitioner her family had not been residing there after the month of June/2015. It is not clear if any action has been taken by the licensee to make arrangements by the petitioner for recording the actual meter reading of the premises in accordance with Regulation 110 of the Kerala Electricity Supply Code, 2014. The petitioner further stated that they have returned to the house at Thiruvananthapuram only on 01.04.2017.

Hence the licensee should have considered the condition of occupancy of the premises while taking decision on the application for reviewing the inspection bill. Hence it is improper to assess and demand short assessment bill for the period which includes the period when the house had been unoccupied. However the petitioner admits that they have been residing in the premises since 01.04.2017. It is found that even then the licensee has demanded charges based on the zero average consumption. Under the above circumstances it is proper to revise the bill disputed bill for the period from 01.04.2017 to 26.05.2017 ie from the date on which the petitioner came back to their house in Thiruvananthapuram to the date of replacement of the faulty meter ,on the basis of average consumption of three billing cycles after the replacement of the faulty meter in the premises.

#### **4. Decision**

Considering the above facts and circumstances of the case, the Forum ordered as follows.

1.The respondent is hereby directed to cancel the disputed short assessment bill. A revised bill shall be issued taking the period of short assessment from 01.04.2017 to 26.05.2017 based on the average consumption pertaining to three billing cycles-09/2017,11/2017 and 01/2018. Installment facility with applicable interest shall be allowed for the remittance of the revised bill if the petitioner desires so.

3. No order as to cost.

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the Electricity Ombudsman within 30 days from the date of receipt of this order.

The address of the Electricity Ombudsman is furnished below.

‘The State Electricity Ombudsman, D.H & Foreshore Road Junction, Near Gandhi Square, Ernakulam, Kerala - 682 016. Phone: 0484 2346488’.

Sd/-  
M. SABU  
ADVOCATE  
MEMBER III

Sd/-  
RAJEEV.N  
EXECUTIVE ENGINEER  
MEMBER II

Sd/-  
LAILA.N.G  
DEPUTY CHIEF ENGINEER  
CHAIRPERSON

Forwarded

Sd/-  
CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.3/2023/ 105

Dated : 03/ 07/2023

Delivered to:

1. Smt. Manjusha.R,TC 11/1698(2), New TC 25/1413 CRA,E-122,  
Sreerangam, Charachira, Koudiar, Thiruvananthapuram  
PIN.695003
2. The Assistant Executive Engineer, Electrical Sub Division,  
Puthenchantha.
3. The Assistant Engineer, Electrical Section, Cantonment, Tvpm

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam,  
TVPM.
- 2.The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.
- 3.The Executive Engineer, Electrical Division, Thiruvananthapuram.

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Office: CGRF(S), Vidyuthi Bhavanam, Kottarakkara, Pin - 691 506

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