

**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.PradeepKumar.R, Executive Engineer, Member II  
3. Sri. M. Sabu, Advocate, Member III

Saturday,30<sup>th</sup> September,2023

**OP No.25/2023**

Between

Petitioner: Sri.Sunil Ramabhadran Nair,  
Ramya, Panickers Lane B  
PLRA B-5, Sasthamangalam

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Vellayambalam  
  
(2) The Assistant Engineer  
Electrical Section, Vellayambalam

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer of the licensee under the area of Electrical Section, Vellayambalam. The petitioner is aggrieved by the issuance of a regular electricity bill of an excessive payable amount Rs.46344/- The said bill was issued for the billing month of March/2023. The domestic premises is occupied by an 88 years old lady and an attendant only. No electrical equipments with high electricity consumption are used in the house. The ELCB connected is functional. For the period of six months prior to the said billing month in which the disputed bill has been issued the regular bills were in the range amount of Rs.2200/-. Therefore on receiving the disputed bill the petitioner approached the section office, furnished application to test the accuracy of the energy meter and remitted the required fees for testing the meter. Electrical appliances connected in the premises was checked by an electrician and found to be without any faults. The petitioner was informed from the Section Office that the tested meter was without any faults. It was also intimated to remit the amount of the excessive bill, within the stipulated date of disconnection.

Since there was no probability for using such a quantum of electricity in the premises and the electricity consumption after replacing the meter to be tested, found to be stable, the petitioner believes that the exorbitant amount was demanded due to the defective status of the energy meter and not due to any fault in the premises. Hence he prays the Forum to cancel the exorbitant bill and refund the amount paid by him, against the disputed bill.

## **2. Version of the respondent**

The petitioner is an LT three phase domestic consumer bearing consumer number 1145075005408 under Electrical Section, Vellayambalam. Bimonthly electricity consumption of the premises for the period from 05/01/2023 to 06/03/2023, with 4877 units and consequently an amount of Rs.46,344/- was demanded from the petitioner as regular electricity charges. Upon receiving the bill, the petitioner lodged complaint at the section office and the officials of the section office inspected the premises. Any anomaly could not be noticed in the premises. Therefore energy meter in the premises got tested in the Meter Testing Laboratory as per the application of the petitioner. The report of testing indicated that "the errors at various load condition are within the permissible limits". From the report of testing it is clear that the meter was functioning properly. The meter received from the meter testing laboratory after testing is kept at the section office. Meanwhile the petitioner has remitted the amount of the disputed bill on 30/03/2023.

The respondent has inspected the premises on 17/05/2023 and found that the premises is a two storied building. Separate service connection is provided for each floors. Total load of 5371 watts is connected on the lower floor. An Inverter of 850 KVA and 120 Ah, 12 V are connected, RCCB and tripping facility for sub circuits are also provided in the premises. If there existed any fault with the inverter or earthing system, there was possibility for leakage of electricity through the defective installations.

Since the meter has been proved as functioning properly there is no provision to revise the bill already issued. Hence based on the facts stated as above, the respondent prays the Forum issue orders to confirm the bill issued to the petitioner.

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

A hearing was conducted on 20/06/2023. On analysing the petition and other documents in the file the Forum found that the case is with regard to an excessive amount of a regular electricity bill demanded by the licensee.

The energy meter installed in the service connection premises, registered in the name of the petitioner, recorded electricity consumption of 4877 units for two months beginning from 05/01/2023 to 06/03/2023. Consequently a regular electricity bill of Rs.46,344/- was generated. Since the bimonthly bills of previous billing months were always below Rs.2200/-, the petitioner approached the section office and submitted application to test the accuracy of the energy meter. The required testing fee was also remitted by the petitioner. The report of testing indicated that the meter had been functioning without defects. Thereafter the petitioner remitted the amount of the disputed bill and filed the subject petition before this Forum.

Meanwhile the respondent inspected the premises and found that there were protective devices installed in the premises. No abnormality regarding the electrical installations could be observed in the premises. It is pertinent to note that the respondent could not identify the cause of recording such a quantum of consumption in the premises.

The Forum found that the energy meter has been tested at the Meter Testing Laboratory of the licensee and the report of meter testing shows that 'Errors at various load conditions are within permissible limits'. Since the meter was tested to be without defects as indicated above, application to revise the amount of the bill was rejected by the licensee. At the same time any abnormality could not be noticed in the premises during the course of an inspection conducted by the respondent. Hence this Forum is of the view that the energy meter should be tested again in a laboratory accredited by NABL in line with Sub Regulation (8) and (9) of Regulation 115 of Kerala Electricity Supply code, 2014, which states that:-

*Sub Regulation 115 (8) If a consumer disputes the result of testing at the laboratory of the licensee, the meter shall be got tested at a laboratory selected by the consumer from among the laboratories accredited by the National Accreditation Board for Testing and Calibration Laboratories(NABL).*

*Sub Regulation (9) In case the meter is found to be faulty, revision of bill on the basis of the test report shall be done for a maximum period of six months or from the date of last testing, whichever is shorter and the excess*

or deficit charges on account of such revision shall be adjusted in the two subsequent bills.

#### **4. Decision**

Considering the facts and circumstance of the case the Forum disposed the case with the following orders .

1).The meter shall be tested at an NABL accredited Testing Laboratory. The petitioner shall have to pay the required testing fee. If the meter is found defective, the amount of the disputed bill shall be revised with an average consumption of three billing cycles prior to the billing month in which the disputed bill has been issued.

2).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/-  
PRADEEPKUMAR.R  
EXECUTIVE ENGINEER  
MEMBER II

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

Forwarded

Sd/-  
CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.25/2023/213

Dated :30/ 09/2023

Delivered to:

1. Sri.Sunil Ramabhadran Nair, Ramya, Panickers Lane B  
PLRA B-5 Sasthamangalam.
2. The Assistant Executive Engineer, Electrical Sub Division, Vellayambalam  
K.S.E Board Ltd.,
3. The Assistant Engineer, Electrical Section, Vellayambalam.

Copy to:

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