

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

Present: 1. Smt.Laila.N.G, Deputy Chief Engineer, Chairperson
2. Sri. Sanjeev Koshi, Executive Engineer, Member II
3. Sri.C.K.Harikumar, Advocate, Member III

Friday,17thNovember,2023

OP No.42/2023

Between

Petitioner: Sri. Sundaran.P,
Bethil Tile Works,
Puthoor.

And

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

(2) The Assistant Engineer, Electrical Section, Puthoor.

ORDER

1. Grievance of the petitioner

The petitioner is a three phase, LT 4 A consumer bearing consumer No.1145899000882 under Electrical Section Puthoor.The petitioner is aggrieved by the issuance of a regular monthly bill of Rs.34,760/- in which the power factor penalty was demanded as Rs.8,204/-.The petition is filed against the amount of power factor penalty as mentioned above.

The power factor computed in the bill dated 01-03-2023 is found as 0.3 lag. In this bill KVAh is noted as 5519 units, KWh 3073 units, KVARh lag 1584 units, as they have to follow Pythagorean formula. Hence the power factor penalty computed on such figures is wrong. So he prays the Forum to quash the bills issued based on wrong power factor, penalty and issue correct bill.

2. Version of the respondent

The petitioner availed a three phase Service Connection under LT 4 A tariff vide consumer No.1145899000882 with in the area of KSEB Electrical Section Puthoor. The date of effecting the connection is 17.12.2012. The petitioner is aggrieved by the issuance of a regular monthly bill of Rs.3,4706/- in which the power factor penalty was demanded as Rs.8,204/- The licensee

has reported that the capacitor connected to the inductive load in the premises has not been working due to which the power factor decreased. For the billing month of march 2023, the Kwh reading recorded in the energy meter installed in the premises was 2260 units and KVAH units recorded was 7604 units. The ratio of the two readings give the power factor of 0.30 power factor penalty demanded in other regular Electricity is computed in the same way as indicated above. Hence the power factor penalty demanded from the petitioner is as per the tariff orders of this Hon'ble Kerala State Electricity Regulatory Commission, the amount of power factor penalty is liable to be paid by the petitioner. Low power factor of the premises is indicative of the facility status of the capacitor. From the fact as stated above it is clear the amount of power factor penalty demands by KSEBL in regular bill in accordance with the provisions of the Kerala Electricity supply Code, 2014 and tariff order issued by the Kerala State regulatory Commission. So the respondent prays the Forum to dismiss the petition.

3. Analysis and Findings.

The hearing was conducted on 19.09.2023 both the petitioner and respondent were present and heard the matter in detail. On perusal of the documents and the file the Forum viewed that the case is with regard to issuance of power factor penalty bill to Sri. Sundaran.P by the licensee. The petitioner argued that an error occurred in compacting the power factor which in turn resulted in demanding the wrong amount of power factor penalty. The respondent alleged that such a low power factor is due to the faulty status of the capacitor installed in the premises. Also after installing as new automated capacitor panel the power factor improved above 0.9. This matter also convinced to the petitioner. The Forum also viewed the same.Hence the power factor penalty bill is liable to be paid as per tariff order issued by the Kerala State Regulatory commission.

4. Decision

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

1. The bill issued is legal and sustainable the petitioner is liable to pay the power factor penalty bill issued by the licensee. Hence the Forum decided to close the petition and disposed the case accordingly.

- (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/-
C .K.HARIKUMAR
ADVOCATE
MEMBER III

Sd/-
SANJEEV KOSHI
EXECUTIVE ENGINEER
MEMBER II

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

Forwarded

Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.42/2023/259

Dated :20 /11/2023

Delivered to:

- (1) Sri. Sundaran.P, Bethil Tile Works, Puthoor.
- (2) The Assistant Executive Engineer, Electrical Sub Division, Kottarakkara.
- (3) The Assistant Engineer, Electrical Section, Puthoor.

Copy to:

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