

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

Saturday 28<sup>th</sup> October, 2023

**OP No.29/2023**

Between

Petitioner: Smt. Ramani ,  
Rajan Nivas, Cherukulanji,  
Valiyakulam, Ranni,  
Pathanamthitta.

And

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

(2) The Assistant Engineer, Electrical Section, Kozhencherry

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a three phase domestic consumer bearing Service Connection number 11460157017117. aggrieved by an exorbitant bill of Rs.124322/- issued by the licensee. The petitioner's family shifted abroad by the licensee. The petitioner's family shifted abroad on December 2020, and as per the request made by the petitioner, the licensee charged the status of the energy meter on the premises to ' not using since then the petitioner has been remitting Rs.215/- as fixed charge instead of paying regular electricity charge on 8/3/2021 the petitioner has paid Rs.3000/- as advance amount at Electrical Section, Kozhencherry. As per the direction given by the licensee through the notice dated 19/7/22, the petitioner paid Rs.60/- on 22/8/2002 for taking meter reading an request. The reading was taken on 23/11/2022 and energy bill was not issued to the petitioner on that day. Then reading was again taken on 21/1/2023 and the petitioner was informed that energy meter at the premises shows huge consumption and in order to verify the working condition of the energy meter a parallel meter need to be connected. On 24/1/2023 a parallel meter was installed in the absence of the petitioner and after

taking reading again the licensee issued a bill amounting to Rs.124311/- for 18,808 units. As per the petitioner the R phase of the connected load in the main switch in the service connection was burned due to the licensee's work on line. Hence the petitioner approached the Forum to quash bill amounting Rs.124311/- .

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

The petitioner is 3 phase consumer under Electrical Section, Kozhanchery having registered cause load of 11265 W. |Since the petitioner's family resides abroad, as per the request received from the petitioner the service status of the petitioner's energy meter was changed to "not using". As the premises was in door lock condition there was no accessibility to enter the premises and take meter reading. Later the premises opened for taking meter reading on 20/01/2023 as per the direction given by the licensee. The energy meter reading for that day was 1835 units, which was quite huge consumption for a meter in 'not using' status. In-order to ensure the correctness of the meter a parallel meter was installed in the presence of the petitioner. Lates the petitioner gave a request to disconnect the power supply since their main switch was burned. As site mahazar was not prepared at the time of the installation of parallel meter a site mahazar was prepared in the presence of the petitioner on 17/2/2023. As per the site mahazar earth leakage through the burned main switch is traced out. The energy meter was tested at TMR Division, Thiruvananthapuram and the accuracy of the meter was ascertained. As per the backup data available 1000 units/month consumption is noted. The result obtained is " The errors at various load conditions area within the possible limit".

The consumer in "not using status was residing at the premises occasionally and was using electricity without any prior intimation to the office. |During this period the petitioner didn't made an attempt to check the installation in his house and rectify the earth leakage. The responsibility of safe upkeep of the consumer installation remains on the consumer and hence the licensee is not liable for the earth leakage. As a consumer of the licensee, the petitioner is board to remit electricity charges for the energy consumed by him and the electricity leaked through the installation.

## **3. Analysis and Findings**

The hearing of the case was conducted on 17/08/2023. Both the petitioner and the respondent were present the Forum heard the matter in detail

On scrutinising documents in the file the Forum viewed that the case was with regard to an exorbitant bill of Rs.124311/- issued by the licensee to the petitioner. The energy meter is not faulty as per the test report from the lab. The licensee inspected the premises of the petitioner and found earth leakage there. A site mahazar was prepared and as per Regulation 138 (j), the licensee had disconnected the supply. A bill amounting to Rs.124311/- issued to the petitioner since it is a huge energy loss to the licensee

**Decision**

1. considering the facts mentioned above. The Forum views that the bill issued to the petitioner by the licensee is legal and sustainable and the petitioner is liable to pay the bill amounting to issued Rs.124311/- by the respondent. The respondent is directed to allow suitable installment for making payments of the bill, if the petitioner desires.

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'*.

<i>Sd/-</i>	<i>Sd/-</i>	<i>Sd/-</i>
M. SABU	PRADEEP	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded  
Sd/-

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.29/2023/ 262 Dated :20/11/2023

Delivered to:

1. Smt. Ramani , Rajan Nivas, Cherukulanji, Valiyakulam, Ranni, Pathanamthitta.
2. The Assistant Executive Engineer, Electrical Sub Division,Kozhencherry
3. The Assistant Engineer, Electrical Section, Kozhencherry

Copy to:

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