

**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

Wednesday, 22st November,2023

OP No.46/2023

Between

Petitioner: Sri. Krishnadassan,
Gokul House No.14/72
Varikamkunnu,
Karipadam.P.O., Near Indran Chirakkal ,
Mahavishnu Temple, Kottayam.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner Sri. K.Krishnadassan. Gokul (House) is a consumer with No.1146503019964 under the area of Electrical Section, Thalayolaparambu. The petitioner is aggrieved by the abnormal energy meter reading recorded after the replacement of energy meter. The petitioner sought clarification about the ownership right of the Electrical meter installed in consumer's premises. The petitioner prays the Forum to refund the excess amount charged or billed from the date of installation of default L&T meter No.000350016312826 from 5/2017 to till the date of replacement of New HPL meter No.001130007189649 on 11/11/2022 which works out approximately 5 years and 7 months along with meter testing charge collected with interest.

2. Version of the respondent

The petitioner is a Three phase Consumer bearing No.1146503019964 under Electrical Section, Thalayolaparambu. The energy meter installed by the KSEBL in accordance with provision contained in regulation 19 (1) of the supply Code

2014. Also clarified that as per the regulation 20 of the supply code 2014 the meter and associated equipments are deemed to be the property of the licensee

Regarding the status of meter the contention of the petitioner in the petition have no basis as the meter in question was duly tested at the Transformer and Meter testing Laboratory, Pallom, Kottayam and from the test Certificate it is clear that the meter found healthy copy of the Test Certificate is also attached.

3. Analysis and Findings

Hearing was conducted on 12.10.2023. Both the petitioner and respondent were present and heard the matter in detail.

On examining the details of the case and all concerned document filed before the Forum it is found that the case is with regard to mismatch in the energy meter readings observed after replacing the energy meter in the premises of the petitioner.

The petitioner alleged that there occurred an anomaly while noting the meter readings and he argued that the consumption noted is high based on his usage after the replacement for meter.

The respondent stated that after receiving the complaint some testing measures were taken by the licensee and then to ascertain the accuracy of the meter testing of the meter was conducted in the TMR Unit, Pallom and found that the errors are within the permissible limit.

But the consumer is not satisfied with the report of the licensee and he argued that in error free' test report of the meter is expected to ascertain the accuracy of the meter. The petitioner alleged that there is a difference shown between the meters when a parallel meter was installed on 27/10/22 to 2/11/2022 11.00 AM in his premises.

The Forum found that as per regulation (115) of the Kerala Electricity supply Code, 2014, It is observed that the petitioner is not convinced by the test result of the energy meter in the accredited lab of the licensee on grounds that reading of the parallel meter connected in the premise was showing a lower reading than the existing meter. The grievance of the consumer shall be addressed, and hence it is recommended that the meter shall be tested in an accredited lab other than that of licensee in the presence.

Procedure for testing of meter.

The meter shall normally be tested in the laboratory of the licensee approved by the commission.

In case the licensee does not have a testing facility approved by the Commission, or if so desired by the consumer, the meter shall be tested at any other laboratory accredited by the National Accreditation Board for testing and Calibration Laboratories (NABL).

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.

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

Based on all the above mentioned facts, it can be concluded that the consumption recorded in the premises is to be clarified.

4. Decision

1. Considering the facts and Circumstances of the case, the petition is disposed of with the following orders:-

(1) The licensee shall arrange the testing of disputed meter in an accredited lab other than licensee at risk and cost of licensee in presence of the consumer if he desires so. If there persists an error the licensee shall revise the bill accordingly and refund the testing fee to the petitioner that have already collected.

(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.46/2023/268

Dated :22 /11/2023

- Delivered to:
- 1 Sri. Krishnadassan, Gokul House No.14/72, Varikamkunnu, Karipadam.P.O., Near Indran Chirakkal ,Mahavishnu Temple, Kottayam.
 2. The Assistant Executive Engineer, Electrical Sub Division,Kurvilangad
 3. The Assistant Engineer, Electrical Section, Thalayolaparambu
- Copy to:
1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam. Thiruvananthapuram.
 2. The Deputy Chief Engineer, Electrical Circle, Kottayam.
 3. The Executive Engineer, Electrical Division Vaikom.