

**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

Monday, 04st December,2023

OP No.47/2023

Between

Petitioner: Sri. Jacob Job
Palakunnel, Nadackpadam
Changanassery -686536.

And

Respondents: 1. The Assistant Executive Engineer,
Electrical Sub Division, Thengana.
2. The Assistant Engineer, Electrical Section,
Thengana.

ORDER

1. Grievance of the petitioner

The petitioner is a single phase consumer in Electrical Section Thengana bearing consumer number 1148388024869 and his average power consumption comes nearly 300 units per month. Among this more than 200 units is being consumed by an oxygen concentrator for his wife who is suffering from severe COPD. He was getting subsidy for life saving equipments for his connection. Due to severe voltage variations in that area, he opted for a grid connected solar plant of 3 KW capacity. Now he is not getting any subsidy for his life saving device, instead of he is charged for 300 units monthly consumption fixed charge of Rs.150/- every month. So he prays the Forum that solar generation of 200 units per month should be considered as his power subsidy for life saving device and should be credited to his solar account as export for repayment.

2. Version of the respondent

The version filed by the respondent is as follows. The petitioner is a consumer under the Electrical Section, Thengana bearing consumer number 1148388024869. The connected load of the above premises is 4985 watts.

The petitioner has submitted an application for availing concessions for using life supporting machine at his premises on 09.04.2021, the petitioner was receiving concessions of 100 units per month in the electricity charges upon units required for operating life support equipment from next billing cycle onwards

On 13.06.2022, the petitioner installed solar power generator of 3.44 KW, in the premises and connected to the KSEBL's grid. The solar plant was installed in "Soura Model 2 subsidy Scheme " (Consumer will get 40% of the installation cost of the solar plant as subsidy and he is eligible to use 100% energy his power plant generates). So the consumer's billing cycle changed from bimonthly to monthly. The meter reading for 07/2022 was a combination of the readings of old meter and new net meter, therefore life support scheme concession was given to the consumer during that month. After that, solar generation/export become higher than that of consumption/import and result only fixed charge and meter rent was included in the following energy bills. After that, consuming electricity from board supply is considerably reduced.

The details of consumption before installing solar plant in the premises and after installing solar in premises is tabulated below.

| Sl.No. | Period | Import (Energy from KSEBL Supply) | Export (Energy exported to KSEBL) | Self generation solar meter reading | Relief received in Rs. |
|-------------------------------|-------------------------|-----------------------------------|-----------------------------------|-------------------------------------|------------------------|
| Before installing solar plant | | | | | |
| 1 | 02/22 | 613 | | | |
| 2 | 04/22 | 621 | | | |
| 3 | 06/22 | 549 | | | |
| After installing solar plant | | | | | |
| 1 | 01/08/22 01/09/22 | 285 Units | 222 units | | |
| 2 | 01/09/22 to 01/10/22 | 427 Units | 336 units | 544 units | Nil |
| 3 | 01/10/22 to 01/11/22 | 273 Units | 216 units | 342 units | Nil |
| 4 | 01/11/22 to 01/12/22 | 304 Units | 281 units | 383 units | Nil |
| 5 | 01/12/22 to 01/01/23 | 466 Units | 321 units | 483 units | Nil |

| | | | | | |
|----|----------------------|-----------|-----------|-----------|--------|
| 6 | 01/01/23 to 01/02/23 | 397 Units | 320 units | 447 units | Nil |
| 7 | 01/02/23 to 01/03/23 | 511 Units | 122 units | 181 units | Nil |
| 8 | 01/03/23 to 01/04/23 | 296 units | 206 units | 316 units | Nil |
| 9 | 01/04/23 to 01/05/23 | 382 Units | 261 units | 439 units | Nil |
| 10 | 01/05/23 to 01/06/23 | 498 Units | 232 units | 452 units | 576.20 |
| 11 | 01/06/23 to 01/07/23 | 477 units | 209 units | 410 units | 588.60 |

On 28/11/2022 the consumer submitted a complaint to the Executive Engineer, Electrical Division, Changanassery for revoking concession of life support for repayment. But in billing software adopted in KSEBL (Orumanet), concession is awarding to the net consumption recorded in the meter. As per the order No.Comml-II/Life support/2012-13/104 dated 20.11.2012, the concession will be limited to the usage of life supporting system connected equipments. As per the energy bills of the consumer from 08/2022, the net usage from KSEBL's supply is not sufficient for getting the concession. As per the Orumanet software Life support concession was effected if the consumer has using board supply, so the life support concession was given to the consumer during the month of 06/23 and 07/23. But the decision for whether solar consumers is eligible for life support concession is to be obtained from Board. So the demand of consumer for accounting the units used for life supporting machines as banked unit cannot be resolved. Clarification in this matter was requested to vide letter no DB/EE-SD-TNA/DB06/29 dated 29/07/23 to Executive Engineer, Electrical Division, Changanacherry.

Hence the respondent prays the Forum that the life supporting concession for previous billing months will be released only after getting proper direction from higher officials of licensee and is expecting a decision on this issue at the earliest.

3. Analysis and Findings

The hearing was conducted on 05.10.2023 the respondent was present the petitioner was absent and he telephonically informed that he cannot attend the hearing due to health problem and he is willing to accept the Judgement of the Forum. The matter was heard in detail. On going through the petition and other documents in the file, the Forum viewed that the case is with regard to payment of solar generation of 200 units per month should be considered as the petitioner's power subsidy for life saving device and should be credited to his solar account as export for repayment.

The Forum viewed that from the tabulated data furnished from 01/08/22 to 01/07/23 subsidy has allowed for the month from 01/05/23 to 01/06/23, subsidy has allowed for the month from 01/05/23 to 01/06/23, 01/06/23 to 01/07/23 the respondent reported that in billing software adopted in KSEBL (Orumanet), concession is awarding to the net consumption recorded in the meter. As per the order No.Comml-II/ Life support/2012-13/104 dated 20.11.2012, the concession will be limited to the usage of life supporting system connected equipments. As per the energy bills of the consumer from 08/2022 the net usage from KSEBL's supply is not sufficient for getting the concession. As per the Orumanet software life support concession was effected if the consumer has using board's supply, so the life support concession was given to the consumer during the month of 06/23 and 07/23. But the decision for whether solar consumer is eligible for life support concession to be obtained from KSEBL. Hence, as reported by the respondent, the matter is to be solved by the Licensee. Hence the Forum directed the respondent to take up the issue with the higher authorities of the licensee and to rectify the same at the earliest.

4. Decision

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

1. As the issue to be considered in this case is a policy matter to be decided by the licensee, Forum decides that the respondent shall intimate the decision taken by licensee to the petitioner within two months from the date of receipt of this order.
- 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.47/2023/294

Dated :05 /12/2023

Delivered to: 1. Sri. Jacob Job, Palakunnel, Nadackapadam,
Changanacherry - 686536

2. The Assistant Executive Engineer, Electrical sub
Division,Thengana

3. The Assistant Engineer, Electrical Section, Thengana

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam.
Thiruvananthapuram.

2. The Deputy Chief Engineer, Electrical Circle, Kottayam.

3. The Executive Engineer, Electrical Division,Changanacherry.

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691506
Web site: cgrf.kseb.in E- mail: Cgrf.ktra@kseb.in, Phone: 0474 - 2451300