

**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 Koshy,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Friday 30th December,2023

OP No.64/2023

Between

Petitioner: Sri. Rajesh K.K.,
Panchajanyam House,
Kattachal, Aniyoor,
Chembazhanthy P.O.,
Thiruvananthapuram.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner is residing under Electrical Section, Sreekaryam bearing consumer no.1145193027870. The premises is locked for most part of the year. On May 2023 ,the petitioner received a call from the meter reade Kazhakuttomr intimating him to make arrangements to take the meter reading on June 2023. On 19/6/2023 the reading was taken and marked as 1682 units. According to the meter testing done late on April 2023 the reading was 398 units. 1682 units is an abnormal reading for a premises which is locked for months. On getting the bill the petitioner contacted the employees of the licensee, and they intimated the petitioner that the hike in the meter reading is because of the consumption and petitioner is suppose to pay the amount.

The petitioner contacted Kazhakkoottam Division Executive Engineer and was informed to submit a written complaint to check the meter. On July 15, the meter was replaced with a new one. If the employees of the licensee visited the premises on time and informed the petitioner about the earth leakage the

issue could have been rectified on time. (Only after the meter testing report came the petitioner was informed about the earth leakage issue.) Then the petitioner checked the premises with two electricians and earth leakage problem was identified in meter box. Then the petitioner received another bill from the licensee, of 591 units consumption which could have been avoided if the officials of the licensee had atleast checked the meter box. Fault lies on the side of both consumer and licensee and asking the consumer to pay the bill is not fair. The petitioner prays the Forum to investigate the matter further and refund/adjust the amount already paid.

2. Version of the respondent

The petitioner is the registered owner of two single phase service connections with consumer numbers 1145193027870 and 1145192029108 under Electrical Section, Sreekaryam. These two service connection are given in one building for two domestic purpose. The petition is in connection with the meter reading in consumer number 1145193027870. From 19/12/22 the meter reading was not available from the meter. As a part of the special drive to make the reading of the door locked consumers available under Electrical Section Sreekariyam, the meter reader contacted the petitioner over phone and marked the reading on 19/4/23. The reading was same and minimum bill served to the consumer. On 19/6/23 when the reading was taken it was high and a consumption of 1284/- unit recorded and a bill amounting to Rs.12714/- served to the petitioner. As per the request from the petitioner a new meter was installed in the premises and the old meter was sent to TMR unit for data downloading. The report from TMR states that “ Earth load has been lodged in the meter from 7/5/2023. After obtaining the report the petitioner was informed the matter through email from section office. There is no lapse in the part of the licensee in handling the petition and the bill served is legal and sustainable

3. Analysis and Findings

The hearing of the case was conducted on 31/11/2023. The respondent only was present, petitioner was not present. The Forum heard the matter in detail. The respondent intimated the Forum that the petitioner is now aware of the sustainability of the bill served to him as it is the responsibility of the consumer to safely upkeep the consumer installation beyond the point of supply. Going through the report submitted by the licensee the Forum learns that earth leakage happened on petitioner's premises. Since the safe up keeping of

consumer installation beyond the point of supply is consumer's responsibility he is liable to pay the charge of the electricity leaked. The bill served to the petitioner is legal and sustainable and no lapse occurred from the part of the licensee.

4. Decision

(1) The Forum is pleased to dismiss the case as the petitioner is aware of the fact that bill served to him is legal.

(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 KOSHY
EXECUTIVE ENGINEER
MEMBER II

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

Forwarded
Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.64/2023/09

Dated :03/01/2024

Delivered to: 1. Sri. Rajesh K.K., Panchajanyam House, Kattachal, Anniyoor, Chembazhanthy P.O., Thiruvananthapuram.

2. The Assistant Executive Engineer, Electrical Sub Division, Kazhakuttom.

3. The Assistant Engineer, Electrical Section, Sreekariyam.

Copy to:

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

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

3. The Executive Engineer, Electrical Division, Kazhakuttom.