

**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 29th January,2024

OP No.60/2023

Between

Petitioner: Sri. Babu Mathew,
Souparnika, Pazinjam, Ummannoor.P.O,
Kottarakkara.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner resides under Electrical Section Valakom. The consumer number 1145925008451 under Electrical Section Valakom is under the ownership of the petitioner's father who is not alive. After the death of his parents the house was demolished while retaining the energy meter. Since no one resides at the premises meter reading has not been taken for years. The petitioner have been paying bills online for last few years without receiving demand notice from the licensee. On 5/8/2023 after shuffling the meter readers in the licensee's local office a new meter came and marked the reading as 220 units, and served the bill. Then only the petitioner learned that previous reading was marked as 22 units only . 242 units were marked in the meter from the date of effecting the connection. As per the message received from the licensee the petitioner have been paying the bill online. The bill served the petitioner is , for the entire units the meter recorded from the date of connection. The petitioner is not liable for the mistake happened from the part of the licensee.

2. Version of the respondent

As per the records of KSEBL the registered owner of the service connection with consumer no.1145925008951 is Sri. Mathai.S . Regulation 91 (5) of Kerala Electricity Supply Code 2014, has not been complied by the petitioner so far for transferring the ownership of the said connection. So the maintainability of the complaint is to be considered. The allegation of the petitioner that meter reading has not been taken for years was false and hence denied. Last available reading in the premises was zero on 8/10/22 and consumption was zero since the premises was locked as reported by the then meter reader . On 06/06/2023 the premises was opened and meter reader reported a reading of 22 Kwh. The area of the meter readers were shuffled and the then meter reader reported a reading of 242 Kwh on 04/08/2023. It is understood that the meter reader made a wrong entry while taking reading on 06/06/23. For analyzing the actual consumption pattern of respective billing cycles, Ayoor Sub Division Assistant Executive Engineer requested the service of APTS Kollam unit to download the meter reading data on receiving the complaint of the petitioner forwarded from the office of the Deputy Chief Engineer, Electrical Circle, Kottarakkara. During the mentioned billing cycles consumer had paid only minimum charges and not paid for the units he used. The total consumption from 10/2022 to 8/2023 was 246 units. The bill for 242 units was prepared and issued to the consumer. After receiving the data the bill was revised based on actual consumption. It is admitted that mistake occurred from the meter reader while entering the reading. Instead of 222 the reading was reported as 22. A show cause notice was issued to the contract meter reader for reporting wrong reading. After receiving the data the bill was revised. The petitioner is now liable to pay Rs.850/-

3. Analysis and Findings

Hearing of the case was conducted on 30/11/23 . Both petitioner and respondent were present and the Forum heard the matter in detail. The bill now issued is prepared on the basis of actual consumption and according to Regulation 134 of Kerala Electricity Supply Code 2014, the licensee has the right to recover the undercharged amount from the consumer. The petitioner informed the Forum that even though interim order was issued by the Forum against disconnecting the service connection, on 3/11/2023 the licensee disconnected

the power supply and on 25/11/2023 the connection was restored. The Forum is of the opinion that the act of licensee by disconnecting the service connection is not justifiable. Serious negligence occurred from the side of the licensee in taking the meter reading properly on time, and also handled the grievance of the petitioner irresponsibly. The officers of the licensee should follow up the procedures followed by meter readers while entering the meter reading to avoid such incidents in future.

4. Decision

The Forum dismisses the case with following orders.

1. The revised bill issued to the petitioner is legal and sustainable and the petitioner is liable to pay the amount .
2. The petitioner is directed to change the ownership of the Service Connection.
3. 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.60/2023/31

Dated : /02/2024

Delivered to: 1. Sri. Babu Mathew, Souparnika, Pazinjam Ummannoor.P.O,
Kottarakkara.
2. The Assistant Executive Engineer, Electrical Sub Division,
Ayoor.
3. The Assistant Engineer, Electrical Section, Valakom.

Copy to:

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