

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

Saturday 02<sup>th</sup> March,2024.

**OP No.81/2023**

Between

Petitioner: Sri.Noushad. A.R  
Aameen Tower Pothencode  
Thiruvananthapuram.

And

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

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

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer of under Electrical Section Pothencode bearing consumer number 1145242022706. The connection is domestic with tariff IA. Five months ago, the meter of the above said consumer number became faulty and he approached the licensee to remove the said faulty meter with a new one. Even though the meter was removed by the licensee, the final reading of the meter was not provided to the petitioner. After two months, the meter reader visited his premises for recording the reading. However he was not able to take reading and was not served the invoice bill to the petitioner. In the subsequent month also, invoice bill was not provided to the petitioner. Aggrieved by this, petitioner enquired the section office Pothencode about the reason for not getting the invoice bill of preceeding months. Subsequently an invoice bill for an amount of Rs.67,939/- was served to the petitioner. The petitioner argued that prior to the meter faulty period he was getting an average bi-monthly bill of Rs 3000-4000/-only.Now the petitioner was served an exorbitant bill and he cannot afford this bill. Hence he prays the Forum for relief.

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

The petitioner Sri. Noushad. A.R, a consumer of Electrical Section Pothencode bearing Consumer no 1145242022706 under 7A tariff. The consumer has been billed under 7A tariff against which payment has been made without any dispute upto march 2023.

The petitioner stated that the meter become faulty due to its terminal was burned out, and a new meter with a meter number 9371529 and an initial reading of 745 was installed.

Referring the delay in serving the invoice bill, the licensee stated that the meter was not effected in the system hence, the bill could not be issued in time. But the readings were recorded in the register by the meter readers. As per the entry in the register the reading of the old meter as on 3/2023 is 19903 and final reading is 21075. The initial reading of the new meter is 745 and the reading as on 5/2023, 7/2023, and 9/2023 is 1988, 2324, and 2517 respectively. Therefore demand were raised according to the readings recorded in the register and cannot be revised for average. Hence the licensee prays Forum to dismiss the petition.

## **3. Analysis and Findings**

The hearing of the case was conducted on 17/01/2024. Both the petitioner and respondent were present and heard the matter in detail. On examining the petition, the arguments filed by the petitioner, the Statement of Facts of the respondent, perusing the documents attached and considering all the facts and circumstances of the case, the Forum comes to the following findings and conclusions leading to the decision thereof.

The point to be considered is whether the petitioner is liable to pay the arrear bill served by the licensee.

The Licensee argued that change of meter was not effected in system, hence the bill could not be issued in time. However the Forum viewed it is a lapse on the part of licensee. If there is any technical problem on generating bill, the Licensee should have prepared in manually and serve the petitioner in stipulated time. **Regulation 122 of Kerala Electricity Supply Code 2014, clearly states that the licensee shall ensure that the bill is prepared and delivered to the consumer by hand or by post or by courier by e-mail within three days from the date of meter reading and the due date of payment is fixed as the first day from the date of meter reading or any**

**day there after.** Here the Licensee recorded the reading from the premises of the petitions and remains idle, without serving the invoice bill. Even after repeated reminders from the consumer including visiting to the concerned officials in the section office for redressing the grievance, the concerned officials were in an inactive mode. Therefore the licensee is directed to give strict directions for avoiding such irresponsible situations in future. The Forum observed that it is the primary duty of the revenue officers in the section office, that all the demands are properly billed and served in stipulated time. Here the Forum observed dereliction of duty from the part of revenue officer (senior superintendent). The unbilled demand not only creates much inconvenience to the consumer but also a revenue loss to the licensee.

In spite of having lapses on the part of licensee, the Forum is on the view that the petitioner is liable to remit the said amount. **As per Regulation 134 (1) If the licensee establishes either by review or otherwise, that it has undercharged the consumer, the licensee may recover the amount so undercharged from the consumer by issuing a bill and in such cases at least thirty days shall be given to the consumer for making payment of the bill.**

#### **4. Decision**

Considering the facts and circumstance of the case, the Forum disposed the case with the following orders.

1. The petitioner is liable to pay the current charges as per the bill raised.
2. No interest or surcharge is to be charged for this payment.
3. The licensee is directed to allow suitable installments for making payment of the bill, if the petitioner desires so.
4. 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.81/2023/ 68

Dated : 11 /03/2024

Delivered to: 1. Sri.Noushad. A.R , Aameen Tower Pothencode,  
Thiruvananthapuram.  
2. The Assistant Executive Engineer, Electrical Sub Division,  
Kaniyapuram.  
3. The Assistant Executive Engineer, Electrical Section,  
Pothencode.

Copy to:

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