

**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

Tuesday 07<sup>th</sup> May,2024

**OP No.05/2024**

Between

Petitioner: Sri. Joseph.M  
Pillaveettil Padinjatethil (Sanoy Dale)  
Mangad.P.O., Kollam.

And

Respondents : (1) The Assistant Executive Engineer  
Electrical Sub Division, Perinad.  
  
(2) The Assistant Engineer,  
Electrical Section, Perinad.

**ORDER**

**1. Grievance of the petitioner**

The petitioner is an LTIA.3P Consumer bearing consumer No.1145637031313 under Electrical Section, Perinad. The complaint is regarding to the exorbitant bill received on 23/8/23 for Rs.43,360/- Normally they have the current charge is on the range of 2500 to 3000. After receiving this exorbitant bill the checking of house wiring done. No abnormalities in the wiring or any earth leakage detected. The petitioner is aggrieved by the exorbitant bill. Hence he prays the Forum to consider his application and exempt him from paying the excessive amount.

**2. Version of the respondent**

Petitioner's service connection, bearing number 1145637031313 is being billed under the domestic tariff and having registered connected load of 12740 watts. The complaint pertains to an electricity bill amounting to Rs.43,310/- for the period from 25/06/2023 to

23/08/2023 and the consumption registered was 4489 units. After receiving the demand bill the consumer raised a dispute regarding the bill and submitted an application for testing the meter on 25<sup>th</sup> August 2023. There after the energy meter in the premises was tested by installing a check meter from 26/08/2023 to 01/09/2023. The test so conducted at site showed that the two meters recorded exactly the same quantum of energy consumption of 57 units. The meter was found to be working properly and no leakage was identified in the licensee's portion of installation, the petitioner was advised to check the internal wiring of the premise by a licensed electrical contractor.

Eventhough the quantum of energy recorded in the energy meter was not consumed by the petitioner, but supplied by the licensee the petitioner is liable to remit the bill amounting to Rs.43,360/- Further after remitting the testing fee the meter was tested and found that errors are within permissible limit. Meter is working properly. The meter test report specifically state that there were instances of such high registered Maximum demand, via 6.68 KW on 1.07.2023, 9.54 KW on 21.07.2023 and 8.26 KW on 3/8/2023, during the billing cycle from 25-06-2023 to 23-8-2023. Further more, the report reads that continuous load exists from 30/06/2023 to 11-8-2023. This may be due to any leakage between two are more phases at the consumer premises or due to the usage of Electricity by the consumer itself. There is no discrepancies or issues found in the energy measurement.

### **3 Analysis and Findings**

On going through the petition and other documents in the file, the Forum found that the case is with regard to an exorbitant electricity bill issued by the licensee. The regular electricity bill issued by the licensee for the billing month received on 23/8/2023 was amounting to Rs.43360/- whereas the average monthly amount was Rs.2500-3000 range.

The respondent stated that the meter tested and found that the errors are within permissible limit. Meter is working properly the meter was also checked and found to be recording consumption without defects. As a consumer of the licensee the petitioner is liable to bear the charges

for the quantum of energy supplied by the licensee and recorded in a properly working energy meter. As such the petitioner is liable to make the payment of the disputed bill

**DECISION**

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

1. The petitioner is liable to remit the amount Rs43,360/- issued by the licensee on 23/08/23. The respondent is directed to allowed suitable installments for the remittance of the bill if the petitioner desires to make the payment in installments. No Surcharge shall be levied for the period during which the case was pending before the Forum.

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

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No. 05/2024/

Dated : /05/2024

Delivered to:

1. .Sri. Joseph.M, Pillaveetil Padinjatethil (Sanny Dale)  
Mangad.P.O., Kollam.

2. The Assistant Executive Engineer, Electrical Sub Division, Perinad.
3. The Assistant Engineer, Electrical Section, Perinad.

Copy to:-

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

