

**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

Wednesday 29<sup>th</sup> May,2024

**OP No.06/2024**

Between

Petitioner: Smt.Seenath.S,  
Stream Packaging,  
Mylakkadu, Ithikkara.  
PIN-691589.

And

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

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a LT IV-A consumer bearing consumer number 145787029698 under Electrical Section, Kottiyam. The purpose of the service connection is to run a plastic bottle making unit. After the Covid pandemic, Voltage issues occurred in the premises and it was difficult for the petitioner to operate the machines in the factory. The petitioner gave complaint to Kottiyam Sub Division, Assistant Executive Engineer, and Deputy Chief Engineer,Kollam. But no reply received in that regard. Later the petitioner received an intimation from the licensee that the voltage related issue in the premises was resolved. But voltage related issues still existed. The company has been inactive for the past 2 years due to voltage shortage. The company had to shut down due to lack of sufficient voltage to run the machine .Later the petitioner received a revenue

recovery notice for Rs.178062, from the licensee. The company which started by taking a loan from the Department of industry has not been able to operate even for a single day .Licensee is responsible for the huge liability of the petitioner in the name of a company which could not run even for a single day. The petitioner prays the Forum to make necessary orders to save him from this difficult situation.

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

The applicant is a registered consumer under Kottiyam Electrical Section with LT IVA tariff, with a contract demand of 35.843 KVA availed for industrial purpose. The petitioner's company started functioning from 28.05.2020. There was no voltage issue during the time of effecting service connection. The petitioner defaulted payment of current charges from 12/2020 and as per the petitioner's request two installments were sanctioned. The petitioner remitted the first installment and defaulted the second one. An arrear notice was sent accordingly but the petitioner didn't respond. The supply was disconnected on 27/05/2022. Although a dismantling notice was sent on 21/11/2022 by registered post the petitioner didn't acknowledge it. The process of dismantling energy meter was kept pending as consumer lodged petition before Hon'ble CGRF and the supply was dismantled with effect from 1/12/2022 after receiving the order of CGRF on OP No.76/2022. The security deposit of Rs.16500/- is adjusted against arrear current charges from 05/2021. The revenue recovery proceedings was forwarded on 1/8/2023 for Rs.1,69,534/-. After Covid19 pandemic pursuant to the petitioner's complaint regarding insufficient voltage, an inspection was conducted on the premises and slight low voltage is identified . In order to solve this issue the connection of the petitioner is transferred to Ithikkara 160 KVA transformer from formerly connected Ithikkara Vayal 100 KVA transformer and voltage problem was solved that time.Later a voltage improvement work was carried out in Board fund for entertaining proper system voltage for this consumer. The issue which led to the dismantling of supply to this consumer is the non -payment of current charges from 12/2020, even though two installments were sanctioned against

consumer's request. Since security deposit was insufficient to meet the dues, revenue recovery action was initiated.

### **3 Analysis and Findings**

Hearing of the case was conducted on 09/04/2024. Both the petitioner and respondent were present. On going through the petition and other related documents produced, the Forum learned that the case, is related to an arrear bill issued to the petitioner. It is seen that serious lapse occurred from the side of the licensee in providing electricity to the petitioner in good quality. Lack of enough voltage for operating the machines is one of the reasons behind the present situation of petitioner's company. At the time of hearing the Forum directed the licensee to submit a report on work done in order to rectify the voltage issue at petitioner's premises. On 2/5/2024 the licensee intimated the Forum that at first, feeding of the premises was changed to Ithikkara Vayal transformer and later the feeding was changed to Kanjiramkadav transformer after constructing 200 m LT 3 ph line with 5 poles to interlink Kanjiramkadavu and Ithikkara Vayal transformers. It is learned that the reason behind dismantling of supply is the non payment of current charge from 12/2020. The petitioner had not used the opportunity for request disconnection of the supply temporarily. The petitioner is liable to pay fixed charge even though the firm is not working as long as there is electricity connection in the premises. It is to be noted that as per petitioner's request licensee sanctioned two installments to pay bill, but the petitioner defaulted one installment. Thus Forum viewed that the petitioner is liable to pay the arrear bill.

### **DECISION**

Considering above facts and circumstances the Forum ordered as follows.

1. The bill issued to the petitioner by the licensee is legal and sustainable and the licensee may include the petitioner in OTS 2023, which is extended now to eligible consumers or allow installment facility to the petitioner in order to pay the amount.
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.06/2024/ 161

Dated :31/05/2024

Delivered to:

1. Smt.Seenath.S, Stream Packaging, Mylakkadu, Ithikkara.  
PIN-691589.
2. The Assistant Executive Engineer, Electrical Sub Division, Kottiyam  
K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Kottiyam

Copy to :-

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

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Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506  
Web site: [cgrf.kseb.in](http://cgrf.kseb.in) E- mail: [Cgrf.ktra@kseb.in](mailto:Cgrf.ktra@kseb.in), Phone: 0474 - 2451300