

**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

Monday 13th May,2024

OP No.09/2024

Between

Petitioner: Sri. Sarathchandran.M.S,
Memala (H) Champakara,
Karukachal, Kottayam (P.O),

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner is a consumer of Electrical Section, Karukachal bearing consumer number, 1146414009032, under I (A) domestic tariff. While being so, the petitioner is given a short assessment bill issued by the licensee during the period from 04/2023 to 06/2023. The petitioner argues that during the aforementioned period consumption is very low, as there is only one member residing in his premises. However the licensee misunderstood that the low consumption is due to meter faulty rather than low energy consumption and replaced existing meter in the premise. Further, the petitioner contended that the invoice bills issued by the licensee were again revised as per the direction of RAO and provide short assessment for an amount of Rs.1291/-. Upon receiving the same, the petitioner has made complaint to the section office. However there is no action is taken from that end too. Hence the petitioner prays the Forum for relief.

2. Version of the respondent

The petitioner is a registered consumer under Electrical Section Karukachal bearing consumer number 1146414009032. The above service connection is a single phase domestic service connection with a connected load of 2910 watts and effected on 17/12/1997.

From 18/04/2023 to 14/08/2023, the meter installed at the aforementioned premises were faulty and shows same recording (13742) and average bill was issued to consumer from 04/2023 onwards for 174 units. On 24/08/2023 the meter was replaced and recorded the initial reading of the meter. After changing the meter the consumption recorded in the new meter is 237 units.

Meanwhile, the RAO audit team conducted an inspection on 10/2023, and found low average taken during meter faulty period and directed to give proper average for the mal functioning period as 202 units. Hence a short assessment bill was issued to consumer on 15/12/2023, for an amount of Rs.1291/-. Subsequently the petitioner has given complaint letter to AE, Electrical Section Karukachal & Assistant Executive Engineer, Electrical Sub division Karukachal regarding the calculation of revised bills. Considering this application, the bill was revised after proper scrutinising and, in accordance with Electricity Supply code 2014 Regulation 125(2) and an amount of Rs.391/- is arrived and intimated petitioner to remit the revised amount on 18/01/2024.

3 Analysis and Findings

The hearing was conducted on 24/04/2024. Both the petitioner and respondent were present and heard the matter in detail. On examining the petition, the counter statement of the respondent, perusing the documents attached and the arguments in the hearing and considering the facts and circumstances of the case, this Forum comes to the following findings and conclusions leading to the decisions, thereof.

The pertinent facts of the case is as follows.

It is to be noted that the licensee has detected that the meter was faulty for the period from 04/2023 to 08/2023, as the meter shows

same reading (FR13742) and hence an average consumption of previous three billing cycles $(178+202+144/3=174)$ were taken and billed for 174 units for during the meter faulty period. The average was calculated by taking the consumption from 15/10/2022 to 15/02/2023. On 24/08/2023, new meter was installed, and after the replacement, the consumption shown in the new meter is 237 units. In addition to this, RAO team conducted an inspection on 10/2023, and instructed the licensee to revise the bill by including the consumption of 8/2022,(227 units) for calculating the average bill during meter faulty period. Hence average consumption during meter faulty period was 202 units, and a short assessment bill for an amount of Rs.1291/- was served to the petitioner. By deducting the amount that was already paid against the aforesaid bill, by the petitioner an amount of Rs.391/- was served as short assessment bill.

The point to be decided in this case is as to whether the issuance of short assessment bill to the petitioner after reassessing on the basis of average consumption of 202 units per month is in order or not.

Regulation 125 of Electricity Supply Code 2014 stipulates the procedure for billing in the case of defective or damaged meter “ **In the case of defective or damaged meter, the consumer shall be billed on the basis of average consumption of the past 3 billing cycles immediately preceding the date of meter being found or reported defective.** Hence it can be confirmed that the meter was faulty during the said period, as the consumption shows sharp decline, despite their installation was running properly. So the decision of licensee to take the average consumption as the 202 units is Sustainable. Further the licensee is empowered by clause 134 (1) of kerala state Electricity Supply code,2014, to recover the amount undercharged by issuing bills. Hence the bill issued to the consumer is in order. Therefore the Forum dismissed the petition of Sri. Sarathchandran.M.S.

DECISION

1. The petitioner is liable to remit the short assessment bill of Rs 391/-.
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. 09/2024/ 152

Dated :17/05/2024

Delivered to:

1. Sri. Sarath chandran.M.S, Memala (H) Champakara, Karukachal, Kottayam (P.O) Pin-686540.
2. The Assistant Executive Engineer, Electrical Sub Division, Karukachal. K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Karukachal.

Copy to:-

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