

**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 6th May,2024

OP No.04/2024

Between

Petitioner: Sri. Louis George
Neriamparambil (Chirathara)
Thuruthy.P.O., Changanacherry.
Kottayam.

And

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

(2) The Assistant Engineer,
Electrical Section, Kurichy

ORDER

1. Grievance of the petitioner

The petitioner resides under electrical Section Kurichy and his household service connection is in the name of his late grandfather, Late.J.Joseph. Petitioner's connection was fed from a post adjacent to North Pump House serving Thoopram paddy fields. At that time the petitioner's grandfather on behalf of his household , accorded consent to bifurcate incoming lines from a post installed in the small island on the west side of his presently uncultivated paddy fields. Over the time, all neighbouring connections were rerouted to lines coming from a transformer installed near junction. The petitioner's connection remained linked to the very same old post. The petitioner's is the only connection fed from Pump house post and his household was always susceptible to voltage fluctuations and consequential implications. On June 2022, a small blasting sound heard from the meter box followed by a power failure, The employees of the licensee visited the premises and changed the service wire without any request. They replaced the old meter with a digital one which was functioning normally. As power failure occurred frequently and

extending to several hours, the petitioner's mother who was the the only resident of the house had to move out of the house. Since then electricity consumption was nominal as nobody living in the house regularly. Because of non- receipt of bill or SMS the petitioner could not pay the bill on time . As a result the licensee disconnected the power supply and informed the petitioner's neighbour to intimate the petitioner to pay Rs.124/- and then put back the fuse which was kept in the meter box. After two days the petitioner paid the bill online and the non resident care taker of the house intimated the petitioner that he noticed a spark in the switch base while inserting the fuse. On 7/12/2023 the petitioner received a demand notice of Rs.13441/- The petitioner contacted the Electrical Section office and the Assistant Engineer opined that earth leakage may be the reason. He directed the petitioner to check the circuits with an electrician. Accordingly a licensed electrician checked the circuit and no earth leakage issue detected . Assistant Engineer suggested to submit a formal request to test the recently installed digital meter. The formal request for testing the meter was submitted in December 2023. Results were communicated only after getting SMS messages and calls from KSEB to remit Rs.13648/- on or before 7th January 2024 to avoid disconnection, which include interest and other charges accrued from payment due date.

The meter installation workmanship is of very poor quality. The new meter is swinging freely on a single screw. Excess wiring inside the meter box is neither curtailed nor fixed to cabinet. The insulation of wire is lost as a result of burning and blasts occurred earlier consequently. Exposed wires may cause touching which may be the main factor and root cause for possible earth leakage. The petitioner prays the Forum to identify root cause of the possible earth leakage, and to advise him to take remedial measures if any to be taken from his side to avoid such surge in future, and to allow payment in installments not exceeding Rs.2500/- if the root cause is established as his fault.

2. Version of the respondent

The petitioner is a consumer under the Electrical Section, Kurichy bearing consumer number 1146375012289 is in the name of Sri.Joseph J.J. The service connection has been effected on 23/03/1968. At the time of connection, the connection has been given to the consumer through a mechanical meter. As part of replacing all mechanical meter with electronic meter, the mechanical

meter in the premise has been replaced on 29/05/22 with an electronic meter with LCD display. The IR of there placed meter at the time of replacement had been zero. From 29/05/22 to 22/06/22 meter recorded a consumption of 95 unit. From 22/06/22 to 10/11/22 no consumption has been recorded in the meter. From 10/11/22 to 07/12/22 the meter recorded consumption of 1384 unit. So the bill amounts to Rs.13,441/- was issued to the consumer on December 2022. The consumer has raised dispute over this bill and application was given for testing the meter. So the bill has been put under dispute in ORUMANET software and the disputed meter had replaced with a new one. The disputed meter has been send for testing at TMR Division, meter testing unit, Pallom on 03/01/2023. The test result from the Meter testing lab was received on 06/02/23 and reported that the error of the tested meter is within the specified limit. So the meter under dispute is in good condition. The respondent tried to handover the copy of the test report to consumer using field staff but no one was available in the premises to hand over the report. The bill remained in disputed condition in ORUMANET software from January 2023 to November 2023.

As part of RAO inspection conducted in Kurichy section in November 2023, the Inspection team found the disputed bill and directed to collect the current charge after revoking the dispute amount. So the bill towards the consumption of energy charge for Rs.13,441/- during the month of December 2022 was issued to the consumer. Since the current charge towards the month of December 2022 was in dispute. This amount was not available in the regular succeeding bill issued to the consumer from the period of February 2023 to November 2023 . Hence the amount to Rs.13,441/- is the regular current charge to be paid by the consumer for using electricity from 10/11/22 to 07/12/22.

The Consumer has also raised concern over the supply interruption and voltage fluctuation in the above premise in his grievance submitted to Forum. As per the inspection of the premises it is understood that the supply to the consumer is fed from Thoopram Transformer which is a fag end Transformer of Vazhapally feeder and the HT Feeding to this transformer is through paddy field. At the time of effecting service connection, it was the most feasible path to effect the connection. In the application the consumer has suggested to shift the

OH line feeding to his connection, from the post near the house of Sri. Josin K Abraham. But this proposal is not viable as some portion of the OH line remains in the water logged area after this proposed shifting. A new public path is available to access the premises of the consumer. So the existing line can be shifted to the new route by tapping the line from the post just near the house of Sri. Varkey James. Thaiparambil house. By this shifting, connection to the consumer (1146375012289) can be shifted from Thoopramp Transformer to Mulakkamthuruthy Transformer. The request of the consumer for shifting the existing OH line to which is for giving service connection to the premises of consumer number 1146375012289 and could be executed with the cost of estimate amount Rs.30,270/- in deposit work scheme.

3. Analysis and Findings

The hearing of the case was conducted on 29/02/2024. Both the petitioner and respondent were present. The Forum heard the matter in detail and learns that the case is regarding an exorbitant bill amounting to Rs.13648/- issued by the licensee on 7/12/2023. The Forum asked the licensee to submit the meter downloaded data of the petitioner's energy meter obtained from TMD Division Pallom from the period of 1/8/2022 to 1/11/2023. On analysing the meter downloaded data the Forum understands that the energy meter is in good condition and the petitioner consumed electricity from 01/06/2022 to 03/01/2023, and the bill was prepared accordingly.

DECISION

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

1. The bill issued by the licensee amounting to Rs.13441/- is legal and sustainable and the licensee may allow the petitioner to pay the amount on installment basis.
2. The licensee is directed to process the petitioner's request for shifting the existing OH line upon making the payment of the estimated amount.
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'.

<i>Sd/-</i>	<i>Sd/-</i>	<i>Sd/-</i>
C .K.HARIKUMAR	SANJEEV KOSHY	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No. 04/2024/132

Dated :09/05/2024

Delivered to:

1. Sri. Louis George Neriamparambil (Chirathara) Thuruthy.P.O., Changnacherry, Kottayam.
2. The Assistant Executive Engineer, Electrical Sub Division, Changnassery.
3. The Assistant Engineer, Electrical Section, Kurichy.

Copy to:-

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

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506
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