

**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

Tuesday 25th June,2024

OP No.26/2024

Between

Petitioner: Sri. Simon Pallichirayil Chacko.
Vaniya Purackal (House) ,
Olassa (P.O), Kottayam.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner is a consumer under Electrical Section Aymanam bearing consumer number 1146295012763 .Nobody resides at the premises regularly. While taking reading on 13/11/2022, the meter reader noticed 2485 unit usage in the energy meter which is abnormal for a vacant house. So the licensee served the petitioner an average bill assuming the energy meter as faulty and replaced the meter on 19/12/2022. Then the licensee send the meter to TMR Pallom for testing and the test report came as that the meter is in good condition. A bill amounting to Rs.24,000/- was served to the petitioner accordingly. The petitioner submitted a complaint before the respondent regarding the discrepancy seen in the test report and received a reply which was not clear. The petitioner requested to test the meter in another lab, but received no reply. Meanwhile the licensee send the meter again to TMR

Pallom, without intimating the petitioner. On second report there was a huge difference between the readings of the first test with that of the second one. The petitioner approached the section office and the first respondent and speak about the difference in the two test reports. But no favorable actions initiated by the licensee. The petitioner strongly believes that the second test report is a fabricated one. The petitioner alleges that It is possible to obtain past 1 year reading history from the meter, but in the second report past 14 months reading is entered. The energy meter is faulty and the second report is fake. The petitioner prays the Forum to take appropriate action in this matter .

2. Version of the respondent

The petitioner is a consumer under electrical Section Aymanam bearing consumer number 1146295012763. The consumer raised doubt on the working condition of the energy meter in his premises. The meter was sent to TMR Pallom for testing, as per the request of the petitioner. The test was conducted on 19/01/2023. But at the time of preparing the test report on the basis of test result, the reading of the respective month was entered incorrectly in the computer. When the error was detected, the authority that issued the test report itself declared that the report is being withdrawn. The superintendent submitted the meter again for testing and another test was conducted on 14/6/2023. The Senior Superintendent didn't find it inappropriate to conduct the test again at TMR Pallom. The petitioner has raised question about taking reading history in his petition. Only the lab authority can give explanation in the matter of taking reading history while testing the meter. Only a typing error occurred in this case, and second report is correct. After replacing the meter, earth leakage occurred at the premises, and the Assistant Engineer made the petitioner aware about this and the petitioner paid the bill. Same may be happened in previous time also.

3 Analysis and Findings

The hearing of the case was conducted on 14/06/2024. Both the petitioner and the respondent were present on going through the petition

and other documents in the file, it is seen that the case is with regard to the issuance of the a bill and succeeding meter testing and the disparities observed in the report issued by the meter testing authority. The petitioner alleges that the licensee tested the meter at TMR Pallom and issued a report declaring the meter as not faulty. The petitioner submitted a request before the licensee to conduct a re-test at another lab. But without his knowledge the licensee conducted a re-test saying a typing error occurred in the first report and claims the second report as correct. The petitioner feels the second report as non-reliable. The licensee affirms that only a typing error occurred at the time of entering the reading at TMR Pallom and the second report issued is correct. There is alleged history of earth leakage happened at the premises after replacing the meter.

The Forum views that the licensee handled the matter irresponsibly and serious lapse occurred from the part of the licensee. Even though the petitioner requested for a re-test, the licensee conducted the re-test without intimating him, that too at the same laboratory at where the first test was conducted. Approaching the same laboratory for re-testing which issued a wrong report already, seems unjustifiable. It is seem that the licensee was not ready to give proper reply to the petitioner regarding the discrepancy occurred in the reports.

DECISION

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

1. The meter shall tested at an outside agency like Electrical Inspectorate at the expense of the licensee, and if the second report proves as correct the bill issued by the licensee sustains.
2. If the test report differs from the second report revised bill can be issued to the petitioner.
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.26/2024/ 184

Dated : 29/06/2024

Delivered to:

1. Sri.Simon Pallichirayil Chacko. Vaniya Purackal (House) , Olassa (P.O), Kottayam.
2. The Assistant Executive Engineer, Electrical Sub Division, Gandhi Nagar, Kottayam.
3. The Assistant Engineer, Electrical Section, Aymanam.

Copy to:-

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