

**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

Saturday 6th July,2024

OP No.28/2024

Between

Petitioner: Sri.Jaleel
R.K.Wedding Mall
Near SBI Kaniyapuram.
NH Road, Kaniyapuram.

And

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

ORDER

1. Grievance of the petitioner

The petitioner is a consumer under Electrical Section, Kaniyapuram bearing consumer number 1145226021214, with LT-7A tariff. On 2/3/2024 the petitioner received a short assessment bill of Rs.2,51,076/-. It was written on the short assessment bill that on the surprise inspection conducted by the APTS Trivandrum unit at the premises, it was detected that CT current was missing in R&B phases at the CT meter installed at the petitioner's premises. The petitioner can't take the responsibility of CT complaint. It is the responsibility of the licensee to check it. As per the request given by the petitioner the respondent conducted a hearing and allowed the petitioner 5 days to pay the amount. The petitioner requested the licensee to provide him 6 months meter downloaded data,but the licensee gave only 3 months data. As a

result of petitioner's effort to reduce electricity consumption noticeable change occurred in the use of electricity at the premises. But licensee is not ready to accept the fact that it happened because of the effort taken by the respondent. The petitioner prays the Forum to pass orders to solve the issue without affecting the petitioner's business.

2. Version of the respondent

The petitioner is a consumer of Electrical Section, Kaniyapuram with consumer No.1145226021214 under LT VIIA tariff with connected load of 60236 watts. APTS Thiruvananthapuram unit conducted a surprise inspection on 28/02/2024. During the inspection the team detected that current is missing in the R&B phases of the CT meter installed at the premises. Site mahazar was prepared accordingly. The missing of current was occurred in the R&B phases from 1/9/2023 to 28/2/2024 resulting in an error percentage of 47.16% of the consumption pertaining to the regular bills issued from 1/10/2023 to 1/3/2024. Based on the percentage error, a short assessment bill amounting to Rs.2,51,076/- was served to the consumer on 02/03/2024. As the petitioner was being under charged upto 28/2/2024, a short assessment bill for a period of 6 months from 1/10/2023 to 1/3/2024 was prepared and issued to recover the cost of undercharged electricity of 24282 units consumed by the petitioner. On 19/04/2024 this office received a letter from the petitioner demanding to revise the bill and their argument was in such a way that the management has taken appropriate steps to reduce power consumption by turn off the air conditioners and light whenever there is no customer inside the shop. Based on the letter received from the petitioner the respondent conducted a hearing on 06/05/2024. On the hearing, the petitioner complained about the error calculation and requested 5 days time to clear the doubt of error calculation and the same was granted after replacing the faulty CTs, the consumption for the month of March 2024 and April 2024 were increased to 17691 units and 18306 units respectively. The consumer himself is fully aware of the fact that he can't shy away from his legal obligation to remit the short assessment bill.

3 Analysis and Findings

The hearing of the case was conducted on 27/06/2024. Both the petitioner and respondent were present and the Forum heard the matter in detail. The Forum learns that the instant case is with regard to a short assessment bill issued by the licensee. During the surprise inspection conducted by APTS Team of KSEBL, the inspection squad detected CT current missing occurred in R&B phases from 1/9/2023 to 28/02/2024, resulting an error percentage of 47.16% of the consumption during regular bill issued from 1/10/2023 to 1/3/2024. Short assessment bill of Rs.2,51,076/- was served to the petitioner accordingly. The petitioner intimated the Forum that they requested the respondent for getting 6 months meter downloaded data. But the respondent gave only 3 months downloaded data. The Forum directs the respondent that if meter downloaded data is available for the past 6 months, as the petitioner wishes, bill can be revised on the basis of the 6 months meter downloaded data.

DECISION

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

1. The short assessment bill can be revised on the basis of six months meter downloaded data if it is available to obtain.
2. If six months meter downloaded data is unable to obtain, the short assessment bill amounting to Rs.2,51,076/- sustains.
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'.

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.28/2024/ 191

Dated : 08/07/2024

Delivered to:

1. Sri.jaleel, R.K.Wedding Mall Kaniyapuram, Near SBI, NH Road, Kaniyapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Kaniyapuram, Thiruvananthapuram.
3. The Assistant Engineer, Electrical Section, Kaniyapuram

Copy to:-

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