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

Friday 20th September,2024

OP No.40/2024

Between

Petitioner: Smt. Sulochana.G
Charuvilaputhenveedu
Padinjattinkara, Neeleswaram Road
Kottarakkara.

And

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

(2) The Assistant Engineer,
Electrical Section, Kottarakkara (West)

ORDER

1. Grievance of the petitioner

Petitioner is a consumer under Electrical Section Kottarakkara west with Con.No.1145871024893.On the month of June, the petitioner received a bill amounting to Rs.2755/- As the petitioner approached licensee's local office, he was informed that an arrear amount of Rs.2584/- is charged additional accounting to faulty meter.

The petitioner says that until April 2023, nobody was residing at the house with consumer number ending with 24893. petitioner's aged mother is the only person living in the adjoining house with consumer number 1145879007613. On April 2023 the petitioner requested the licensee to change the service wire which was very old and is having multiple joints, and by mid of May 2023 the petitioner and family moved to the premises. On his visit at the premises during March- April for cleaning

purpose the petitioner was intimated by the meter reader that the energy meter for consumer number ending with 7613 is in faulty condition and the same also had been reported by the petitioner at the licensee's office. Next day the staff of the licensee changed the petitioner's energy meter ending with 24893 instead of changing the one ending with 7613, without informing the petitioner.Then the petitioner received the alleged arrear bill. The petitioner and family were staying at the premises from May 2023 to December 2023 and after that also their usage is still the same as before May 2023. So the petitioner prays the Forum to revoke the unnecessary arrear charge imposed on him which originated as a result of the fault occurred from the side of the licensee.

2. <u>Version of the respondent</u>

As per the reports from the office of Assistant Engineer, Kottarakkara, the registered owner bearing the consumer number 1145871024893 is Smt. Sulochana. A short assessment bill of Rs.2584/- for the meter faulty period for the above consumer has been issued on 19/06/2024 .The meter reader reported that the energy meter in the above consumer premises was faulty and recorded in anomaly register.On 11/04/2023 on further examination on 18/04/2023 the meter was confirmed as faulty since no display is seen and changed the meter on the same day itself with a new meter and zero initial reading.From the consumption pattern of the meter it is clear that the old meter was slow running and progressively became stuck during April 2023. After changing the meter, huge consumption was indicated in the new meter. During the annual inspection conducted by RAO, Kottarakkara , they noted the above irregularities and directed to issue short assessment bill.

The allegations raised regarding the meter change on Con.No.1145879007613 is false and denied. No application received or work initiated at section office for meter change in this consumer number. It is pertinent to note that from the consumption pattern the meter was found slow running from 6/2022 to 4/2023 ,but only bill was revised for only two billing cycles (2/2023 and 4/2023). Being the responsible licensee, KSEB's officials are duty bond to replace the faulty meter in time.

It is a usual procedure followed by the licensee, and all actions taken by the officials of the licensee in this matter is as per rules and regulations prevailing in KSEBL.

3 Analysis and Findings

The hearing of the case was conducted on 29/07/2024. Both the petitioner and respondent were present. On going through the petition and other documents in the file the Forum viewed that the case is with regard to a short assessment bill issued by the licensee as a result of RAO audit. The petitioner contended that nobody was residing at his house with consumer no ending in 24893. There is Another service connection owned by him in the same premises with Con. No.7613, and the energy meter of that service connection was faulty .Instead of replacing this faulty meter the employees of the licensee replaced the energy meter of Con. No.24893, misunderstanding that meter is faulty. Since the petitioner began to reside at the said premises energy consumption was recorded in the meter . This made a misunderstanding that there was high energy consumption when the meter was faulty. As a result, on RAO audit instruction was given to issue short assessment bill.

The Forum views that serious lapse happened on part of the licensee. The licensee is supposed to inform the petitioner before replacing the meter. But in this case licensee didn't inform the petitioner and thus without the petitioner's presence the licensee replaced the energy meter which was not faulty, which lead to RAO audit report and short assessment. The short assessment bill by the licensee issued not seems sustainable.

DECISION

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

1. The short assessment bill issued by the licensee amounting to Rs.2584/- is not sustainable.
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/-	*sd/-*	*sd/-*
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. 40/2024/ 459 Dated : 28/*09*/2024

Delivered to:

1. Smt. Sulochana.G, Charuvilaputhenveedu, Padinjattinkara, Neeleswaram Road, Kottarakkara.

2. The Assistant Executive Engineer, Electrical Sub Division, Kottarakkara.
3. The Assistant Engineer, Electrical Section, Kottarakkara (West)

Copy to:-

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