

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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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 11<sup>th</sup> November,2024

**OP No.50/2024**

Between

Petitioner: Sri.Vidhya.G  
Managing Director  
Kerala State Film Development Corporation Ltd.,  
Chalachithra Kalabhavan  
Vazhuthacaud, Thiruvananthapuram -695014.

And

Respondents : (1) The Special Officer (Revenue)  
Pattom,Thiruvananthapuram  
  
(2) The Deputy Chief Engineer Electrical Circle,  
Thiruvananthapuram (Power House Building)

**ORDER**

**1. Grievance of the petitioner**

The petitioner is having an Electrical connection with HT IV tariff having consumer No.LCN 5/524 under the jurisdiction of Electrical Section, Thiruvallam. The outdoor type CTPT unit became faulty on 26/12/2022. Being a Govt. Organization they could do the supply and installation of CTPT unit work only through tender procedure is time consuming and unavailability of raw materials to the manufacturer they could supply and install the CTPT unit only on 25/03/23. The petitioner requested for extention of time vide letter No.151/CS/Adnm/2020 dtd7/01/2023 and granted one month time till 25/01/2023 by the Deputy Chief Engineer, Power House. The petitioner could complete only tendering of the above work by the time permitted and had again sent a request on 25/01/2023 for extension of time till 10<sup>th</sup> February 2023. But

the work could complete only on 25/03/2023 due to manufacture's delay. The petitioner got a penalty bill of Rs.2,58,936/- in the Electricity bill dated 6/03/2024. They paid the amount as per norms so as the power supply has not been disconnected which would have effected the normal functioning of the studio.

The petitioner says that they have not delayed the work intentionally. They could complete the work only through the govt. tendering system and all the tendering works were executed centrally from the Head Office KSFDC. They have done all possible actions to complete the work at the earliest possible abiding all the govt. rules and regulations. The main Revenue of the corporation is from film screening. The salary and the other expenses are met from the theatre income only. Petitioner says that KSFDC is facing huge financial crises. So they requested the forum to refund or to adjust amount of Rs.2,58,936/- remitted by them in the future electricity bill payable by KSFDC.

## **2. Version of the respondent**

Kerala State Film Development Corporation Limited is a High Tension consumer (LC No.5/524) under the jurisdiction limits of Electrical Section Thiruvallam. The billing tariff of the consumer is in HT 11 (B) General category. The agreement authority of this HT connection is Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram. The CT-PT unit of metering system at Chithranjali studio is reported as faulty on 26/12/2022. As per the request of the consumer permission was granted to provide direct connection to the premises with out metering unit upto 10/01/2023 (15 days). The consumer request to allow more time for the replacement of faulty CT-PT unit. Having considered their request time extension was granted for direct connection upto 25/01/23 (15 days more). The licensee was also intimated to the managing Director of KSFDC on 27/01/2023 to take urgent steps to replace the faulty CT-PT units, Otherwise applicable charges to be paid along with bill. However the consumer has not replaced the CT/PT meter in stipulated time.

As per clause 4(d) of part B contained in the schedule of Tariff Order by Kerala State Electricity Regulatory Commission dtd 25.06.2022.

The terms and conditions for retail supply of electricity “ if the defective meter in the premises is not replaced with in the stipulated period of 2 months such consumer will be charged 50% extra over the prevailing rates applicable for both demand and energy for the said 2 months and one month thereafter”. Owing to the delay on the part of the consumer penalty for non replacement of CT-PT unit with in stipulated period amounting to Rs.2,58,936/- was imposed by the Special Officer Revenue with the demand notice for the month of February 2024. The penalty was remitted by the consumer on 6/03/2024 and now requested to refund the amount remitted as penalty. As per the aforementioned facts, the licensee humbly prayed the Forum to dismiss the petition.

### **3 Analysis and Findings**

The Forum afforded an opportunity to hear the petitioner and respondent on 15/10/2024. Both the petitioner and respondent were present for hearing. Having examined the petition in detail and the statement of facts of the respondent, considering all the facts, and circumstances in detail and perusing all the documents of both sides, the Forum comes to the following observation, conclusion and decisions thereof.

The issue arising for consideration in the petition is whether the petitioner is liable to pay the meter faulty penalty bill. The Licensee argued that the petitioner was liable to pay the meter faulty penalty bill, as it exceeds the stipulated time.

The general condition for HT and EHT tariff order No.297/ DCT)/2022/KSERC Dated 25/06/22 issued by the Hon.Kerala State Regulatory Commission clearly states that if any consumer having elected to purchase and supply the meter for replacement of the defective meter in his premises, fails to do so with in two months, such consumer will be charged 50% extra over the prevailing rates applicable to him for both demand and energy, for the said two months and one month thereafter.

On perusal of records the Forum found that the petitioner does not make any international delay to replace the CT-PT unit. Being a Govt. Organization they could do the installation of CTPT unit work only through tender procedures. Forum observed that, the work was getting delayed due to the unavailability of raw materials to the manufacturer. They could complete the work only on 25.03.2023. They have done all possible actions to complete the work at the earliest as possible abiding all the govt rules and regulations. The Forum has not been found any purposeful delay on the part of the petitioner. Therefore the aforesaid penal bill served by the licensee is not sustainable.

**DECISION**

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

1. The meter faulty penalty bill amounting Rs.2,58,936/- is hereby quashed.

The amount already remitted can be adjusted in the succeeding monthly current charges.

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.50/2024/604

Dated :14/11/2024

Delivered to:

1. Sri. Vidhya.G, Managing Director, Kerala State Film Development Corporation Ltd., Chalachithra Kalabhavan, Vazhuthacaud, Thiruvananthapuram -695014.
2. The Special Officer (Revenue), Vydyuthi Bhavanam, Pattom, Thiruvananthapuram.
3. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram. Power House building.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, TVPM.
2. The Deputy Chief Engineer, Electrical Circle, Power House Building Thiruvananthapuram.