

**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

Friday 28<sup>th</sup> March, 2025

**OP No.70/2024**

Between

Petitioner: Sri. T. Surendran,  
Keezhathil Veedu, Ulloor,  
Medical College .P.O,  
Thiruvananthapuram -11

And

Respondent: (1) Assistant Executive Engineer,  
Electrical Sub Division, Kesavadasapuram.  
  
(2) Assistant Engineer,  
Electrical Section,Ulloor

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a 3 phase LT IV consumer bearing consumer number 1145170002261 under Electrical Section Ulloor. He is aggrieved by a short assessment amount of Rs.5,25,356/- subsequent to an APTS inspection conducted at his premises on 25/11/2024. He is running an oil mill namely “ Sree Krishna Oil Mill “ under the jurisdiction of Electrical Section, Ulloor. He complains that it is unaffordable to pay this huge amount. So he prays the Forum to cancel the impugned bill.

**2. Version of the respondent**

The petitioner is a 3 phase LT IV consumer bearing consumer number 1145170002261 under Electrical Section Ulloor with connected load of 48642 watts. The date of connection is 31/08/1970. The petitioner is running an Oil mill namely “ Sree Krishna Oil Mill” at Ulloor-Akkulam Road. As part of a special drive, a joint inspection by the Section Squad

and Anti- Power Theft squad was conducted on 25/11/2024 at 11:30 AM. An anomaly was detected during the inspection of CT connections and metering units, and a site mahasar was prepared by Sri. Unnikrishnan. E.R, Sub Engineer, Electrical Section Ulloor. During the inspection, the following irregularities were found. While the S1,S2 terminals of the R phase were connected correctly to the meter's terminals, the R phase voltage lead was connected to the meter's Y phase voltage terminal. The Y phase lead of Y phase CT was wrongly connected to the R phase terminal of the meter. The S1,S2 leads of Y phase CT were connected to B phase CT.

The S1,S2 leads of B phase CT were seen connected to Y phase terminals of the meter.

As a result, the voltage leads of B and Y phase CTs were connected to Y and B phase meter terminals, respectively, leading to under- recording of actual consumption by the CT meter.

To assess the difference between actual and recorded consumption, a standard reference meter (Make ZERA, Model MT 310, serial Number 500433259) was connected in parallel to the premises meter, and reading were noted. It was found that while the premises meter recorded a consumption of 1 kWh, the reference meter recorded 4.222165 units, indicating a percentage error of 76.32%

The under recording of consumption by the premises meter has caused significant losses in energy charges to KSEBL. . This is the first instance of detecting the anomaly. The inspection was witnessed by the petitioner's son Sri. Riju, Kizhakkathil Veedu, Ulloor- Akkulam Road Thiruvananthapuram -695011. The inspection team explained the issue to the witness, and the site mahazar was duly signed by the witnesses.

The connection of the metering equipment were corrected and sealed by the joint inspection team. A short assessment bill amounting to Rs.5,25,356/- was prepared and served to the consumer based on the site mahazar by the Assistant Engineer, Electrical Section Ulloor, on 25/11/2024. Based on the aforementioned facts the consumer is short

assessed for the energy actually used by him . So the respondent prays the Forum to direct the petitioner to pay the amount.

### **3. Analysis and Findings**

The hearing was conducted on 04/03/2025. Both the petitioner and the respondent were present and heard the matter in detail. On going through the petition and other documents in the file the Forum viewed that the case is with regard to a short assessment amount of Rs.5,25,356/- issued to Sri.T.Surendran by the Licensee. The petitioner stated that in how much duration the load test is conducted by the standard reference meter is not seen recorded in the site mahazar. Also the print out of the generated result is not submitted. The start and stop sequence in reference meter is control by the inspection team. So the "percentage error" recorded (76%) is not justifiable. After the inspection it was requested that the difference in consumption should be tested by a parallel meter which was rejected by the inspection team. The respondent argued that the standard reference meter is tested in a NABL accredited lab accordingly a percentage error of 76% was found out. According to the respondent the consumer enhances the connected load from 13Kw to 48kw on 01/08/2022 and hence the assessment is limited to the period from 01/08/2022 to 25/11/2024. The short assessed amount of Rs.5,25,356/- for the unrecorded consumption is served to the petitioner as per Regulation 134 (1) of the Kerala Electricity Supply Code 2014 for 27 months. The Forum viewed that an official not below the rank of a Sub Engineer used to take reading at the premises of the consumer. It is a part of inspection also. So the wrong CT connections in the metering panel is a technical incompetency of the concerned official which should not be burdened up on the petitioner. This is a serious lapses from the part of the licensee. However the licensee is eligible to collect the under charged amount as per Regulation 134 (1) of Kerala Electricity supply Code 2014 which stipulates that If the licensee establishes either by review or otherwise, that it has undercharged the consumer, the licensee may recover the amount so undercharged from the consumer by issuing a bill

and in such cases at least thirty days shall be given to the consumer for making payment of the bill. So the petitioner is liable to pay the amount.

**DECISION**

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

1.The impugned bill of Rs.5,25,356/- is quashed. The bill has to be revised for 24 months prior to the date of inspection 12 interest free installments shall be sanctioned for making payment if the petitioner desires.

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.70/2024/739

Dated : 29/03/2025

Delivered to:

1. Sir. T. Surendran, Keezhathil Veedu, Ulloor, Medical College .P.O, Thiruvananthapuram -11
2. The Assistant Executive Engineer, Electrical Sub Division, Kesavadasapuram.
3. The Assistant Engineer, Electrical Section, Ulloor.

Copy to:-

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

