

**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.72/2024**

Between

Petitioner: Sri.Bibin.G, Kuruvila  
Puthuparampil (H)  
Choondacherry.P.O.,  
Bharananganam.  
PIN-686579.

And

Respondents: (1) Assistant Executive Engineer,  
Electrical Sub Division, Ramapuram.  
(2) Assistant Engineer,  
Electrical Section, Bharananganam,

**ORDER**

**1. Grievance of the petitioner**

The petitioner Sri. Bipin.G, Kuruvila is a consumer under Electrical Section, Bharananganam bearing consumer Number 1156270007315. He is aggrieved by a demand notice dated 19/06/24. issued by the licensee urging him to remit Rs.16545/- The petitioner stated that he has been remitting electricity charges normally with in the range of Rs.1000/-. His consumption of energy was as usual, and there didn't occur any possibility for excessive consumption of energy. The petitioner stated that due to heavy rain and wind on 11/5/24 a tree fell on the service wire. The service wire was broken and damage occurs in the meter box also the

petitioner informed it to the Section Office on 11/5/24. On 13/5/2024 the officials from KSEB Section Office visited his premises and restored the supply. The licensee issued next bimonthly bill to the petitioner on 19/06/2024 of Rs.16545/- He had lodged complaint to the officials of the licensee for exemption him from paying such an enormous amount. But his grievance was not redressed. Hence he approached the Forum for relief.

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

The service connection with consumer number 1156270007315 registered in the name of Sri. Bibin.G Kuruvila in LT IA tariff with connected load 4090W. This connection was effected on 12/2015 in LT VIF tariff with connected load of 1100 W. Later on the tariff has been changed to LT IA on 26/07/2024. and the connected load also regularized .

On receiving an exorbitant bill, the petitioner filed a complaint before the Assistant Engineer on 11/06/2024. The site was inspected by the Officials of the licensee and found that the existing ampere current in the meter was 7A. They remove the fuse and found that the current was then zero.They found that the meter installed in the premises was in good condition. Also found that the phase line was earthed through neutral link They change the wire in the presence of the consumer and the current ampere changed to 0.2A. The energy meter in the consumer's premises was in good condition. The officials from KSEB informed the petitioner that there is an earth leakage occurred due to the defect in wiring system and it ultimately resulted energy lose. The licensee stated that the exorbitant bill occurred due to the irresponsibility of the petitioner and defects in wiring system. In the light of the above facts the respondent prayed the Forum to direct the petitioner to pay the amount of the exorbitant bill.

## **3 Analysis and Findings**

A hearing was conducted on 04/03/2025. Both the respondent and the petitioner 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 an exorbitant bill of Rs.16545/- issued by the licensee. The petitioner contended that he has been remitting current

charges normally with in the range of Rs.1000/- bimonthly. His energy consumption was as usual and therefore , there has been no possibility for exorbitant consumption of energy. The respondent stated that on receiving the complaint from the petitioner regarding the exorbitant bill officials from Electrical Section Bharananganam inspected the site and found that the existing current in the meters was 7 A They found that the meter installed in the premises is in good condition. The licensee informed the petitioner that there is an earth leakage occurred due to the defect in wiring system and it ultimately resulted energy lose. The Forum analysed the consumption particulars of the petitioner and other facts. The Forum is of the opinion that the petitioner is bound to remit the amount for the recorded consumption of energy.

**DECISION**

Considering the above facts and circumstances of the case, the forum orders as follows.

1. The petitioner is liable to remit the electricity charges of Rs.16545/-.
2. The respondent is directed to allow maximum twelve monthly installments to the petitioner for making installments to the petitioner for making payment if the petitioner desires.
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.72/2024-25/740

Dated : 29/03/2025

Delivered to:

1. Sri.Bibin.G, Kuruvila, Puthuparampil (H) Choondacherry.P.O., Bharananganam PIN-686579.
2. The Assistant Executive Engineer, Electrical Sub Division, Ramapuram.
3. The Assistant Engineer, Electrical Section, Bharananganam.

Copy to:-

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