

**CONSUMER GRIEVANCE REDRESSAL FORUM  
NORTHERN REGION, KOZHIKODE.**

**(Formed under section 42(5) of Electricity Act 2003.)**

**Vydyuthibhavan, Gandhi Road, Kozhikode -673011**

**Telephone Number -0495 2367820      Email.cgrfkzd@kseb.in**

**PRESENT**

**SANDHYA DIVAKAR      :      CHAIRPERSON**

**FRANCIS. A. C                :      MEMBER (LAW)**

**OP 09/2025-26**

**PETITIONER :-**

**SRI. SALIH PERUMANNIL  
16/319, KIDS,  
PALLIKUNNU POST  
MANNARKKAD COLLEGE  
PALAKKAD-678583**

**RESPONDENTS :-**

- 1. THE ASSISTANT EXECUTIVE ENGINEER,  
ELECTRICAL SUB DIVISION,  
MANNARKKAD, KSEB LTD.,  
PALAKKAD DISTRICT**
- 2. THE ASSISTANT ENGINEER,  
ELECTRICAL SECTION, KUMARAMPUTHUR ,  
KSEB LTD, PALAKKAD DISTRICT.**

# **ORDER**

## **Background of the case:-**

**The Petitioner, Sri Salih Perumannil, 16/319, Kids, Pallikkunnu Post, Mannarkkad College, Palakkad-678583, Con.No: 1167429000584 puts before the Forum his complaint regarding irregular interval of meter reading and also regarding no reply received on the complaint lodged with Asst. Exe. Engineer& Sub Division Level officer, IGRC, Mannarkkad.**

## **Argument of the Petitioner :-**

**The Petitioner states that he is a consumer falling under bi-monthly billing System. His Previous bimonthly Meter Reading was recorded on 12 December 2024 (at 10:11 hours) and the latest bimonthly reading was taken on 14 February 2025 (12:46 hours),ie after 64 days. This means 4 days added to the billing period by Meter Reader and generally considering these elapsed 4 days, is much more enough to change the category/slab of a Consumer and thus the Consumer has to pay higher amount to KSEB.**

**The Petitioner requests the forum to take necessary steps/action and instruct Meter Reader of KSEBL to take Meter Reading within the prescribed time period to solve these shortcomings. The Petitioner has submitted bill dated 12-12-2024 and bill dated 14-2-2025 as ExbP1 & P2.**

## **Argument of the Respondent:-**

**The statement of the Respondent is as below:**

- **As per the Kerala Electricity Supply Code,2014 (as amended up to 2024), domestic consumers are billed on a bimonthly basis, typically once every 60 days. The Code mandates “regular billing” but does not stipulate a strict 60-days cap. In practice, a grace period of up to 4 additional days is accepted based on operational feasibility. Normally 60 days’ gap for Meter reading for Bi-Monthly billing period. On detailed review of the complaint regarding the concerned bill, the KSEBL has not collected any excess charge due to late reading of the meter reader.(R1,R2 and R3)**
- **Meter readers of KSEBL have no freedom to record the meter reading according to his or her wish. In some exceptional cases, such as health issues of the meter reader informed on the billing date itself causes difficulties for the alternate arrangement and in such cases the reading date exceeds from actual billing cycle and in these cases the bill will be revised for avoiding the financial burden of the consumers. In some other cases such as area code changing and other service changes etc. the provision for actual day billing is enabled in OrumaNet.**

- **In the present case, the meter readings were conducted on 12 December 2024 and 14 February 2025, resulting in a 64-day interval. This falls within the KSERC-accepted billing window of 64 days (60 days + 4-day grace), and is thus compliant with regulatory expectations and internal standards. However as per the complaint, this office has strictly instructed the meter readers for issuing Electricity bill to the consumers based on Electricity supply code 2014(110) (Exh.R4) and take utmost care in taking the meter reading and issuing the bill in future.**
- **It is also submitted that the billing was based on the actual meter reading. No artificial inflation, estimation or unauthorized charges were applied. The consumer was billed according to their genuine consumption. There was no misuse of slab benefits or deliberate delay in billing.**
- **KSEB field staff follow a predefined meter reading schedule based on zone-wise billing day codes. Slight delays may arise due to uncontrollable circumstances, but the system ensures that all readings are recorded, verified, and billed promptly within the allowed time frame.**
- **The KSEB has acted in good faith without prejudice to the consumer. In case of any proven excess billing due to slab variation caused by delayed reading, the consumer has the right to raise a slab-benefit claim**

**under KSERC Guidelines, which will be examined on merit. KSEB has complied with Kerala Electricity Supply Code and the KSERC- approved operational guidelines. The complaint regarding delay in billing is factually and technically unfounded, as the billing was done within the regulatory window. It is therefore, respectfully prayed that the complaint be dismissed.**

### **Summary of the Hearing of the Forum:-**

**In the hearing held on 17-05-2025 Forenoon at conference hall Ele.circle, Shoranur neither the Petitioner nor his nominee was present. While enquired over phone, the Petitioner expressed his difficulties to attend the hearing.**

**From Respondent's side R2, Assistant Engineer, ES, KumaramPuthur was present.**

### **Observations & Analysis of the Forum :-**

- The questions 1 to 4 raised by The Petitioner in his complaint is not pertaining to this forum. If the Petitioner needs any information regarding the meter reading procedure in KSEBL, he can collect it from concerned section by provisions under RTI Act, 2005.**
- Forum noticed with displeasure that the Respondent 1, AEE & Convener, IGRC, ESD, Mannarkkad has not heard the grievance of the**

**complainant as per Ch. II of KSERC (CGRF& Ele.Ombudsman) Regulation, 2023. Also nothing is mentioned in the SOF, regarding the same. Forum directed Respondent 1 to furnish a reply to the Complainant within three working days from this date of hearing.**

- **Regarding the billing interval, the version furnished by the Respondent is admissible. Due to holidays or due to availing of leave by meter readers or due to any other contingencies, there can be slight variations in the billing cycle. But the CC charges for bi-monthly billed consumers are calculated by OrumaNet software by interpolating the recorded consumption and actual interval to an interval of 60 days. Hence no monetary loss is occurring to the consumer.**

**Having considered all the documents submitted and the deliberations during the hearing and based on the aforesaid observations and analysis, the Forum has come to the following conclusion leading to the decision.**

**Decision:-**

- **The Petition is dismissed**
- **Respondent 1 is directed to furnish a reply to the Petitioner regarding the complaint lodged at subdivision level IGRC by 21-05-2025.**
- **The compliance of this order may be furnished to the forum within 5 days on receipt of this order.**

**The Forum ordered accordingly.**

**Dated this the 17<sup>th</sup> day of May 2025**

Sd/-

**Francis. A. C**  
**Member**

Sd/-

**SANDHYA DIVAKAR**  
**Chairperson.**

**Endt.on CGRF-NR/OP 09/2025-26/ 73**

**Dt . 20/ 05 /2025**

Forwarded to:

**1) Sri. SALIH PERUMANNIL**  
16/319,KIDS ,  
PALLIKUNNU POST,  
MANNARKKAD COLLGE,  
PALAKKAD-678583

If the petitioner is not satisfied with the above order of this Forum, he is at liberty to prefer appeal before the State Electricity Ombudsman, D.H. Road, Offshore Road Junction Gandhi Square, Eranakulam, Kerala-682016.(Ph: 0484 2346488) within 30 days from date of receipt of this order.

2) THE ASSISTANT EXECUTIVE ENGINEER,  
ELECTRICAL SUB DIVISION, KSEB LTD,  
MANNARKKAD  
PALAKKAD DISTRICT.

3) THE ASSISTANT ENGINEER,  
ELECTRICAL SECTION, KSEB LTD,  
KUMARAMPUTHUR  
PALAKKAD DISTRICT.

Copy submitted to:-

1. The Secretary, KSEB Ltd,  
Vydyuthibhavanam, Thiruvananthapuram.
2. The Deputy Chief Engineer, TRAC, KSEBL,  
Vydyuthibhavanam, Thiruvananthapuram.

Forwarded  
Sd/-  
Chairperson.

