

**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

Thursday 5<sup>th</sup> May,2025

**OP No.79/2024-25**

Between

Petitioner: Sri.Saibala.KV  
TC 14/3655 (1) Premier Equipment  
Office, Kesavadasapuram,  
Thiruvananthapuram.

And

Respondents: (1) The Assistant Executive Engineer  
Electrical Sub Division, Kesavadasapuram.  
  
(2) The Assistant Engineer,  
Electrical Section, Kesavadasapuram.

**ORDER**

**1. Grievance of the petitioner**

The petitioner, Sri. Saibala.K.V is a prosumer under Electrical Section, Kesavadasapuram having an Electrical Connection in commercial tariff bearing consumer number 1145168018074.The petitioner is having registered connected load of 9700 watts and a 25 KW grid connected solar energy system was installed on 27.06.2022. Now he is aggrieved by a short assessment demand notice issued to him on 04/10/2024 amounting to Rs.3,54,456/-. In the letter given along with the demand notice, it was stated by the licensee that the demand notice had been issued pursuant to

an inspection conducted in the premises of the petitioner on 12/07/2024 by APTS, Thiruvananthapuram. On examining the wiring connection between meter and CTs, it is found that the connection from the B phase CT was reversed and as a result the export reading from the solar energy system to KSEBL grid and the import reading of energy from KSEBL grid to the petitioner's premises were recorded in mutually reverse condition. Therefore, in order to realize the short assessed current charge short assessment bill of Rs.3,54,456/- was issued to the petitioner for the period from 08/2022 to 07/2024. The petitioner stated that he has no idea with regard to what happens inside the energy meter & CT connections, sealed by the licensee. The wiring connects from CT to meter was given by the KSEBL officials themselves, and if the said connection was wrongly given, the concerned officials of the licensee were responsible for this lapse. Moreover it is the duty of the licensee to provide the correct meter. Therefore the petitioner prays the forum to cancel the short assessment bill.

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

The petitioner Sri. Saibala.K.V is a three phase commercial consumer having consumer number 1145168018074 effected on 11/10/2021. On 27/06/2022, a solar plant of 25 KW capacity was commissioned and connected to the KSEBL grid. An inspection was conducted by APTS, Thiruvananthapuram on 12/07/2024 and it was found that CT meter connection was wrong and B phase CTs current terminals appear to have been reversed . Thus energy on B phase wrongly recorded due to wrong CT connection. Subsequently a short assessment bill amounting to Rs. 3,54,456/- for 24 months was prepared and served to the consumer, based on the site mahazar prepared by the Sub Engineer, Electrical Section, Kesavadasapuram.

The petitioner argued that as per Regulation 134 of Kerala Electricity Supply Code, the licensee has right to recover the short

assessment bill. Therefore the petitioner prays the Forum to dismiss the petition.

### **3 Analysis and Findings**

The hearing was conducted on 24/04/2024. Both the petitioner and respondent were present and heard the matter in detail. On examining the petition, the counter statement of the respondent, perusing the documents attached and the arguments in the hearing and considering the facts and circumstances of the case, this Forum comes to the following findings and conclusions leading to the decisions, thereof.

Consequent to a surprise inspection conducted by the Anti Power Theft Squad of the licensee in the premises of the petitioner, it was detected that B phase connection of the CT to the bi-directional energy meter was reversed. Since energy meter has not been replaced after installing CT and the Net meter, it was presumed that the error in connection occurred right from the date of installation of bi directional CT-net meter which is 27/06/2022. As such a short assessment bill was prepared for a period from 08/2022 to 07/2024, in accordance with Regulation 134 of Kerala Electricity Supply Code 2014. The said Regulation states 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**

Regulation 152 of The Kerala Electricity Supply Code 2014 is also applicable in this case (1) **Anomalies attributable to the licensee which are detected on inspection at the premises of the consumer, such as wrong application of multiplication factor, incorrect application of tariff by the licensee even while there is no change in the purpose of use of electricity by the consumer and**

**inaccuracies in metering shall not attract provisions of Section 126 of the Act or of Section 135 of the Act.**

**(2) In such cases, the amount of electricity charges short collected by the licensee, if any, shall only be realised from the consumer under normal tariff applicable to the period during which such anomalies persisted.**

**1 Provided that a site mahazar detailing the anomalies shall be prepared by the Inspecting Officer and the provisional bill for the short collected period shall be issued to the consumer. The licensee shall follow the due procedures for ensuring natural justice such as hearing the consumer, issuance of provisional bill before finalization of the assessment bill etc., following the procedures specified in Regulation 157 of the Code;**

**Provided further that the provisional bill shall only be finalized by the licensee after giving a reasonable opportunity of hearing of the consumer; Provided also that the licensee may finalize the final assessment bill through the appropriate IGRC, if necessary].**

**(3) The amount of electricity charges short collected for the entire period during which such anomalies persisted, may be realised by the licensee without any interest Provided that while assessing the period of such short collection the factors as specified in sub regulation (8) of regulation 155 shall be considered: Provided 2[further] that realisation of electricity charges short collected shall be limited for a maximum period of twenty four months, even if the period during which such anomaly persisted is found to be more than twenty four months.**

**(4) The consumer may be given installment facility by the licensee for a maximum period of twelve months without interest for the remittance of such amount of short collection.**

The aforementioned regulation stipulates that the licensee is entitled to realize Short assessed charges for a period of 24 months, even though the actual period of short assessment is more than 24 months.

Therefore the short assessment bill assessed and issued by the licensee for the period of 24 months without including any amount

of interest invoking Regulation 134 and 152 of Kerala Electricity Supply Code,2014 is legally sustainable.

It is also pertinent to note that petitioner is a prosumer who has installed grid interactive PV generating system in his service connection premises. As per Kerala State Electricity Regulatory Commission (Renewable Energy and Net metering) Regulations 2020, energy charges payable by any prosumer is determined as per Regulation 21(3)ii. Accordingly “**In case the electricity supplied by the distribution licensee during any billing period exceeds the electricity injected in to the grid by the prosumer from his renewable energy system, the distribution licensee shall raise a bill for the net electricity consumption at the prevailing tariff, after adjusting any excess electricity banked from the previous billing period**”. Therefore the quantum of electricity imported and exported to the grid shall be calculated for each billing month rather than taking the average quantum of import and export units for a period of 24 months. Therefore the Forum views that it is necessary to recalculate the import and export quantities of energy in the aforementioned method and revise the existing short assessment bill accordingly.

**DECISION**

1. The respondent is hereby directed to assess the electricity imported from the grid and export to grid in each month based on the reading already recorded and revised the short assessment bill accordingly.
2. The petitioner is liable to remit the short assessment bill reassessed without including any rate of interest.
3. The licensee is directed to allow suitable installments for making the payment of the bill if the petitioner desires so.
4. The respondent shall submit a Compliance Report before the Forum within one month from the date of receipt of the order.
5. 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.79/2024-25/833

Dated :13/06/2025

Delivered to:

1. Sri.Saibala.KV, TC 14/3655 (1) Premier Equipment Office, Kesavadasapuram, Thiruvananthapuram
2. The Assistant Executive Engineer, Electrical Sub Division, Kesavadasapuram.
3. The Assistant Engineer, Electrical Section, Kesavadasapuram.

Copy to:-

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