

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

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

Wednesday 04th June,2025

OP No.88/2024-25

Between

Petitioner: The Territory Manager(LPG) ,
Trivandrum LPG Territory ,
Bharat Petroleum Corporation Ltd.,
Kazhakuttam, Thiruvananthapuram.

And

Respondents: (1) The Special Officer (Revenue)
Vydyuthi Bhavanam, Thiruvananthapuram.

(2) The Deputy Chief Engineer, Electrical Circle,
Thiruvananthapuram.

ORDER

1. Grievance of the petitioner

Bharat petroleum corporation Ltd is a Public Sector undertaking under Ministry of petroleum & Natural gas is having an electrical connection with HT IVA tariff having consumer number 1345210001225 (LCN 8/1712) under the jurisdiction of Electrical Section, Kazhakkuttom . The petitioner stated that their CT-PT unit connected along with their TOD energy meter was found faulty on 23.02.2023. On the same day they informed to Deputy Chief Engineer for continuing supply. After the due process of tendering and procurement, TOD meter as well as CT-PT unit was purchased and submitted letter to Deputy Chief Engineer for requesting appointment of TMR team for testing of the TOD meter on 05/04/2023 .TOD meter was tested on 11/04/2023 and the CT-PT unit was tested on 17/04/2023. After various communications with

Assistant Engineer, Electrical Section, Kazhakuttom and TMR for installation and commissioning of the TOD meter along with CT- PT unit ,on 10/05/2023, the meter was installed under the presence of Assistant Engineer, Kazhakuttom .The petitioner stated that on 17/05/2023 the meter was commissioned in presence of TMR officials and Assistant Engineer, Electrical Section, Kazhakuttam. On 20/06/2024 they received a letter from SOR, inform them that there was delay in the recommissioning of the TOD meter unit and for the delay, a penalty amount of Rs.6,93,281/- was levied. The petitioner approached the office of Deputy Chief Engineer, Thiruvananthapuram for waiving of the penalty on 26/10/2024. SOR rejected the request and stated that there is a delay of 9 days. The petitioner says that they have not delayed the work intentionally. They have done all possible actions to completed the work as early as possible. Also the petitioner informed the forum that they have not used any additional units during that period and there was not any financial loss to the board due to the delay in commissioning the meter. Hence considering all the above facts, they humbly request the Forum to waive off the penalty levied by the Licensee.

2. Version of the respondent

The LPG bottling plant of Bharat Petroleum Corporation Ltd at Kazhakkootam is an HT consumer bearing Cons.No.1345210001225 (LCN 8/1712) of Electrical Section, Kazhakkootam. The HT metering equipments installed at the premises of the said consumer were found faulty on 23/02/2023. The matter of meter fault had been aware to the consumer according to the report given by the third respondent, the Deputy Chief Engineer, Electrical Circle (Urban), Thiruvananthapuram. The TOD meter and CT-PT unit was submitted to TMR for testing on 10.04.2023. The TMR unit tested TOD meter on 11/04/2023 and CT-PT unit on 17/04/23 but the same was commissioned on 17/05/23 only. The meter was not replaced within the stipulated time limit of 60 days and the office of the second respondent accordingly issued penalty for Rs.6,93281/- for non replacement of faulty meter in the bill for the month Aug 2024 for that period based on the CIA Audit report No.CIA/SOR Audit/2023-24/93

dt:23.12.2023. The imposition of meter faulty penalty is as per condition 4 (d) of the General conditions for HT & EHT Tariff of the Tariff order dated 25/06/2022 it is specifically provided that " If any consumer having elected to purchase & 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 rate applicable to him for both demand & energy for the said two months and one month thereafter" . The respondent stated in the view of the above, the penalty imposed by the licensee is not at all illegal or unreasonable. The consumer is liable to remit the bill raised towards penalty. Considering the aforementioned facts the petition lacks merit and the licensee is most humbly prayed the Forum to dismiss the petition.

3 Analysis and Findings

The Forum afforded an opportunity to hear the petitioner and respondent on 24/04/2025. Both the petitioner & 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 there of.

The issue arising for consideration in the petition is whether the petitioner is liable to pay the penalty for delay in replacement of TOD meter. The licensee argued that the petitioner had liable to pay the penalty bill, as it exceeds the stipulated time. On perusal of records the Forum found that the petitioner does not make any intentional delay to replace the CT-PT unit. Being a Public Sector undertaking Bharat Petroleum Corporation Ltd could do the installation of CT-PT unit work only through tender procedures. Forum observed that they done all possible actions to complete the work at the earliest as possible abiding all the govt. rules and regulations. Also they have not used any additional units during that period and there wasn't any financial loss to the board due to delay in commissioning the meter. 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

(1) The meter faulty penalty bill issued by the licensee on 26/10/24 is hereby quashed.

(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.88/2024-25/822

Dated :06/06/2025

Delivered to:

1. The Territory Manager(LPG), Trivandrum LPG Territory , Bharat Petroleum, Corporation Ltd. Kazhakuttom, Thiruvananthapuram.
2. The Special Officer (Revenue), Vydyuthi Bhavanam, Thiruvananthapuram.
3. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.

Copy to:-

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

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506

Web site: cgrf.kseb.in E- mail: Cgrf.ktra@kseb.in, Phone: 0474 - 2451300