

**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 19/2025-26

PETITIONER :-

SRI. SHEIK ISMAIL SAHEB,
GUDDE MANE,
NEAR BHAGAVATHI TEMPLE,
CERAMIC ROAD,
KASARAGOD - 671121

RESPONDENTS :-

1. THE ASSISTANT EXECUTIVE ENGINEER,
ELECTRICAL SUB DIVISION,
KASARGOD, KSEB LTD.,
KASARGOD DISTRICT
2. THE ASSISTANT ENGINEER,
ELECTRICAL SECTION, KASARGOD ,
KSEB LTD, KASARGOD DISTRICT.

ORDER

Background of the case:-

The Petitioner, Sri.Sheik ismail saheb, Gudde Mane, Near Bhagavathi temple, Ceramic road, Kasargod - 671121, with Consumer No: 1166887003225 under Electrical Section, Kasaragod has approached the forum to express his dissatisfaction and concern regarding the unusually high electricity bill of Rs. 13572/- received for the billing period from 13.03.2025 to 14.05.2025 which is completely inconsistent with his regular electricity usage. Therefore he requests the forum to conduct a thorough verification of the meter reading and billing records and inspect the meter on-site to check whether it has any technical faults and then issue a correct and fair bill based on actual usage.

Argument of the Petitioner :-

The Petitioner is a consumer with Con.No. 1166887003225 coming under Electrical Section, Kasargod.

Petitioner states that KSEBL has raised a bill amounting Rs.13572/- for the billing period 13.03.2025 to 14.05.2025 which is completely inconsistent with his regular electricity usage. The consumer indicates to the forum that he has small family house with 1,400Sq.ft., with low usage household, and his monthly electricity consumption has always been well within reasonable limits. So he is claiming

that in this sudden and drastic spike in billing is completely unjustified and shocking for him. He further informs the forum that there has been no change in his usage pattern and there has neither addition of any heavy electrical appliances nor any other reason that could logically explain such an inflated bill. So the Petitioner strongly suspects that this could be due to a faulty meter reading or a technical error in the meter or a clerical oversight while generating the bill. Hence the Petitioner states that it is highly disappointing that such a significant discrepancy like this has occurred despite being a regular and responsible consumer. And Petitioner also complains that receiving an exorbitant bill like this caused undue mental stress and financial strain.

Hence the Petitioner requests the forum to consider this matter favourably and to take an immediate action to thorough verification of the meter reading and billing records and to inspect the meter on site to check any technical faults and also to issue a corrected and fair bill based on actual usage. The Petitioner appeals before the forum to treat this complaint as urgent and take necessary steps at the earliest.

Documents from petitioners side:-

P1) Extract of previous remittance of cc-5 Nos

On 23/5/25 the forum called for the statement of facts, but the Respondent failed to submit the same even after 10 days. Then the forum scheduled the hearing of the case on 17/06/25 at conference hall Electrical Circle, Kannur and also instructed the Respondent to submit the version by 6-6-25

on 7-6-25 the Petitioner by email did expressed his difficulty to attend the case in person or through representative as he is an NRI.

The Respondent version was received on 9-6-25 . The same was forwarded to the Petitioner.

Argument of the Respondent:-

In his version, the Respondent states that the service connection registered in the name of the Petitioner comes under the LT 1A tariff, as a single phase connection. With a registered connected load of 1640 watts. Hence the Respondent conducted an inspection at this premise based on the Petitioner's complaint regarding excessive electricity charges. And he also appends sitemahazar as a finding of his inspection. Respondent claims that during the inspection he observed that the premise with a registered connected load of only 1640 Watts had an actual connected load of 10559 Watts at the time of inspection. And it is also said by the Respondent that a review of the reading register also indicates an increase in consumption at the said premise

over the past few months. The Respondent claims that for the billing period mentioned in the complaint, from 13.03.2025 to 14.05.2025 the electricity charge amounted to Rs.13572/-, examination of reading register confirms that the consumption during this period was 1277 units. Hence the Assistant Engineer and Senior Superintendent of the Kasargod Section jointly conducted a site inspection to confirm the consumption at the premise. The Respondent clarifies to the forum that based on this, the bill amount of 13374/- was paid on 04.06.2025. The Respondent then assures the forum that if the Petitioner request to test the energy meter necessary action will be taken accordingly. Hence the Respondent pleads before the honourable forum for favourable orders.

Documents from Respondent side:-

R1) Site Mahazar dated 04.06.2025

R2) Consumption details through Orumanet

R3) Invoice details

Summary of the Hearing of the forum:-

The hearing of the OP was convened on 17.06.25 forenoon at conference hall of Electrical Circle at Vydyuthi Bhavanam, Kannur in which only Respondent was present.

Respondent informed that, as directed by forum ... over for licensee has installed a parallel meter on the said premises on 13-6-25 at 4.30 pm and it was taken back on

16-6-25 at 10.30 am. Site Mahazers prepared on these dates were submitted by the Respondent and marked as Exh.R4 & R5. The consumption recorded for this period in both the meters are one and the same. And the same was convinced to the person residing at the premises, S/o the Petitioner, Sri. Shaik Abdul Sathar and the site mahazers were duly acknowledged by him.

The residents at the premises admitted that there were guests at home during the summer and they were using air conditions during their stay, Respondent added. Hence the reason for increased consumption and bill. And the petition may be dismissed.

Observations & Analysis of the forum :-

1) The Petitioner is an LT SP consumer with a registered connected load of the 1640w only; but the actual connected load is 10,559w. Hence there is unauthorized additional load at the Petitioner's premises. Also according to actual connected load, the consumer should be a three phase consumer falling under monthly billing.

2) From the readings of the parallel meter installed at the premises, it is evident that the energy meter at the premises is not faulty and the consumer is liable to pay the bill under dispute.

Based on the documents submitted by both the parties and the deliberations during the hearing, the Forum has come to the following conclusion leading to the decision.

Decision:-

1. The petitioner is directed to regularise his connected load within 15 days on receipt of this order. If the Petitioner fails to do so , the licensee may take necessary remedial actions according to the Kerala Electricity Supply Code 2014.
2. If the petitioner is still doubtful about the accuracy of the meter, he may remit the requisite test fee and can have the meter tested for accuracy under any NABL accredited lab of the licensee.
3. The Petition is dismissed

The Petition is disposed accordingly

Dated this the 17th day of June 2025

Sd/-
Francis. A. C
Member (LAW)

Sd/-
SANDHYA DIVAKAR
Chairperson.

Endt.on CGRF-NR/OP 19/2025-26/ 117

Dt. 21/ 06/2025 .

Forwarded to:

- 1) Sri. SHEIK ISMAIL SAHEB
GUDDE MANE,
NEAR BHAGAVATHI TEMPLE
CERAMIC ROAD
KASARGOD-671121

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, Ernakulam, 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,
KASARGOD
KASARGOD DISTRICT.

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

copy submitted to:

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

Forwarded
Sd/-
Chairperson.