

**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

Monday 30th June 2025

OP No.89/2024-25

Between

Petitioner: Sri. Jimmy Joseph
Kizhakkayil House
12th Mile, Pala
PIN-686575.

And

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

ORDER

1. Grievance of the petitioner

The petitioner,Jimmy Joseph is a prosumer under Electrical Section Pala, with consumer number 1156246021657. The connected load of the petitioner is 16697 watts and he had applied for availing concession for using life supporting machine. Pursuant on his application, the licensee has extended the concession of 450 units as per government order. However, the recent electricity bills issued for the period from August 2024 to February 2025, the licensee has not fully accounted the eligible relief resulting in an excess charge. subsequently he approached the licensee and raised concerns about not receiving the fully subsidy despite being eligible. The licensee denied his request on the ground that the net import of energy was sufficient to adjust the relief. Hence the petitioner prays the forum to take immediate action for getting eligible concession from the licensee.

2. Version of the respondent

The petitioner is a three phase consumer under Electrical Section Pala bearing consumer number 1156246021657. The connected load of the above said premises is 16697 watts. The petitioner has submitted an application for availing concession for using life supporting machine at his premises. Subsequently the licensee has extended the concession of 450 units. On 01/06/2024, the petitioner installed solar power generator of 5 KW in the premises and connected to KSEBL's grid from 01/06/2024. As the consumer's connected load exceeds 10 KW the petitioner falls under the Time of Day (ToD) tariff category. Since solar power generation primarily occurs during the normal time zone, the consumer does not import energy from the grid during the period. The solar generation/export become higher than that of consumption/import and as a result fixed charge and meter rent was included in the subsequent energy bills. Therefore the petitioner does not receive the full subsidy benefit for the oxygen concentrator as the adjustment of solar units takes precedence. In the case where consumption was lesser than the generation in the solar plant, there is no provision to enter the data in the Orumanet and hence the concession was withdrawn.

3 Analysis and Findings

The hearing of the case was conducted on 24/04/2025. Both the petitioner and the respondent were present and Forum heard the matter in detail. On examining the petition, the counter statement of the respondent, the documents attached and arguments made during the hearing and considering all the facts and circumstances of the case, this forum comes to the following findings and conclusions leading to the decision thereof.

The petitioner was surviving with the support of life supporting equipment such as oxygen concentrator which is consuming 450 units. The Govt.of Kerala issued order vide GO (Rt) No.50/2014/on dated 13/02/2014 according to Section 65 of Electricity Act 2003 for providing free electricity for patients surviving with the life supporting equipments.

Section 65. (Provision of subsidy by State Government):

If the State Government requires the grant of any subsidy to any consumer or class of consumers in the tariff determined by the State Commission under section 62, the State Government shall, notwithstanding any direction which may be given under section 108, pay, in advance and in such manner as may be specified, the amount to compensate the person affected by the grant of subsidy in the manner the State Commission may direct, as a condition for the licensee or any other person concerned to implement the subsidy provided for by the State Government:

Provided that no such direction of the State Government shall be operative if the payment is not made in accordance with the provisions contained in this section and the tariff fixed by State Commission shall be applicable from the date of issue of orders by the Commission in this regard.

As per the Government order dated 13/02/2014, the average consumption for all the life supporting documents is given free of cost to these patients. The forum viewed it as a good gesture of government provided to the very critical/ patients who can't survive, without these equipment's and also as the social responsibility. Here in the case, the petitioner was getting this concession before the solar plant was installed and connected to the grid. When the solar plant was installed, the consumption was lesser than the generation in the solar plant and hence there is no provision to enter the data in the orumanet and the concession was withdrawn. Now the question is whether the consumer is eligible for the concession. However, the Forum is on the view that solar panel is not criteria for extending the concession declared by the Govt. whether they have the provision of self generation or not the patients are eligible for this concession. If the Orumanet is not having the provision, the Assistant Engineer of the concerned section is authorized to provide manual bills by including the eligible concessions that provided as per the Government order .

