

**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. Smt. Sajina.T,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Monday 29th December,2025

OP No.42/2025-26

Between

Petitioner: Smt. Anupama Rajesh
C/o Sreekumar.T.G
VYRA-35, TC 67/1157
Villuvilakom, Konchiravila
Manacaud.P.O
Thiruvananthapuram -695009
Mob-No.638867351.

And

Respondents : (1) The Assistant Executive Engineer
Electrical Sub Division, Fort,
Thiruvananthapuram.

(2) The Assistant Engineer,
Electrical Section, Thiruvallam

ORDER

1. Grievance of the petitioner

The petitioner Smt. Anupama Rajesh is a consumer of electricity under Electrical Section, Thiruvallam, Thiruvananthapuram. There are five electric connections on her name with consumer numbers 20472,21485,21486,21487,21488 under in the building TC No.64/1689-2, Bharathi Amma Road, Vellar, Kovalam under LT IA tariff. This five electric connections are provided to 5 independent housing units having separate entrance and exit in this three storied building. The petitioner, her family and extended family were staying in the building and along with that it was also used as a home stay with name & style Green view Homestay with

due approval from the Department of Tourism, Govt of Kerala. The sanction for the same was for a period of three years from 8/11/2023 on 20/06/2025 the officials from Electrical Section, Thiruvalla inspected the premises and prepared alleging unauthorised use of electricity for the purpose of home stay. After due process under section 126 of Electricity Act, 2003, the Assessing officer issued final order of assessment quashing the provisional assessment order. The petitioner stated that herein stopped the activity of home stay in the building and shifted her residence to other place and the whole building was rented out. There after the assistant Engineer, Electrical Section, Thiruvallam issued a short assessment order dated 1/09/2025 for an amount of Rs.49588/- along with demand and a calculation sheet. The petitioner argued that the demand given by the licensee is arbitrary and illegal. The petitioner stated that the electrical connections, the licensee assigned was LT VIIA tariff. Application for tariff change was submitted and the applicable tariff LT IA was reassigned. These electric connections were provided by KSEBL distribution Licensee under agreement building petitioner and the licensee as equal parties. The licensee provided five electric connections under contract to the five independent units in the building without any doubt basing the regulations governing it and after elapsing two years, the licensee pleading that the same action of the licensee is illegal on the ground of the above matters the petitioner approach the forum for quashing the illegal short assessment bill and prays the forum for justice.

2. Version of the respondent

The petitioner Smt. Anupama Rajesh is a consumer of Electrical Section Thiruvallam under Electrical Sub Division Fort is provided with 5 LT Domestic connections vide consumer numbers 1145022020472, 1145029021485, 1145023021486, 1145021021487, 1145025021488 in a three storied building owned by the petitioner herself. The above electric connections are provided to 5 independent housing units having separate entrances and exits in the above 3 storied building with TC No.64/1689 (2)

An inspection was conducted by the officials of the licensee on 23/06/2025 and site mahazar were prepared on detection of anomalies

in the premises of the petitioner. A provisional assessment was made under Sec 126 of Electricity Act 2003 and orders were issued to the petitioner and the amount was assessed under LT 7A tariff on 24/06/2025. Subsequently, the registered owner Smt. Anupama Rajesh submitted the Homestay clarification Certificate (Valid for a period of 3 years with effect from 8/11/2023) issued by the Director, Deposit of Tourism, Govt of Kerala dt:8/11/2023. As per the above documents the Assessing officer quashed the provisional bill issued and final order was issued to the petitioner. The respondent stated that the consumer was billed by adding the whole consumption to a single consumer and net demand calculated deducting the amount already remitted and issued a demand of Rs.49,588/- . After issuing a provisional short assessment notice as per Regulation 52 and 134 (1) of supply code 2014 which empowers the licensee to recover the under charged amount by issuing short assessment bill. The respondent stated that the petitioner changed all of the service connections to LT IA on 08/2023 except Con.No.21485. The tariff of the above service connections were changed based on the domestic occupancy of the petitioner and their extended family alone and not for the tariff applicable to homestay units as approved by the Department of Tourism. The respondent stated that the building with TC No.64/1689 (2) is being operated as a single licensed Homestay unit displayed a name board "Green View Homestay Kovalam" obtained from the Department of Tourism Government of Kerala and accomodating paying guest by the petitioner and earning income. The petitioner is availing of multiple service connections for the same purpose for Home stay in domestic category at the same voltage level in the building after obtaining a license of Home stay unit. The respondent argued that this is clear violation of Regulation 52 of the supply code 2014. Hence the total consumption of the whole building using energy for the same purpose is divided into five electric connections which results revenue loss to the licensee. In order to recover the loss sustained the five electric connections are billed together for single purpose under LT IA. Hence a provisional short assessment bill of Rs.49,599/- issued to the petitioner based on Regulation 52 and Regulation 134 (1) of Electricity

supply code 2014. In the light of the aforementioned facts, the respondent prays the Forum to dismiss the case.

3. Analysis and Findings

The Forum afforded an opportunity to hear the petitioner and respondent on 27/11/25. The petitioner and respondent were present. A second hearing was scheduled by the Forum on 18/12/2025 and the Forum heard the matter in detail. Both the petitioner and respondent were present. 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, the Forum comes to the following findings and conclusions leading to the decision thereof .

The petitioner Smt. Anupama Rajesh having 5 LT domestic connections vide consumer numbers 1145022020472, 1145029021485, 1145023021486, 1145021021487, 1145025021488 in a three storied building owned by the petitioner. These five electric connections are provided to five independent housing units having separate entrance and exit in this three storied building. An inspection was conducted by the officials of the licensee on 23/06/2025 and a provisional assessment was made under Section 126 of Electricity Act 2003 Here the petitioner submitted the Home stay clarification certificate. According to the documents submitted the assessing officer quashed the provisional bills. The respondent stated that the service connection was availed domestic . At the time of inspection electricity was used for running a Home stay. The subject matter of the case is with regard to the existence of multiple connection on a single premises for one and the same purpose, the total consumption of the whole electrical connection are divided in to 5 and hence fall under lower bill slabs and caused revenue loss to KSEBL .“ **As per Regulation 52 of the Kerala Electricity Supply Code 2014, the supply shall given only at one point for same purpose at the same voltage level in a single premises.** Here the petitioner continue their electricity consumption through multiple connection and availed the benefit. The respondent stated that the short assessment bill submitted to

the petitioner by adding the whole consumption to a single consumer and net demand calculated deducting the amount already remitted and issued a Demand Rs.49,588/- after issuing a provisional short assessment notice. The Forum observed that the separation of connection caused negative impact on current charge, if clubbed together the licensee would have fetched the highest rate of current charge . As per the |Regulations 52 and 134(1) of Supply Code 2014 which empowers the licensee to recover the under charged amount by issuing short assessment bill after giving 30 days to the petitioner for making payments.

As per regulation 134 (1) 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 30 days shall be given to the consumer for making payment of the bill

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Hence the bill issued to the consumer is in order. There fore the Forum dismissed the petition.

DECISION

Considering the above facts and circumstances of the case the Forum ordered as follows.

1. Since the existence of multiple connection on same premises is the violation of **Regulation 52 of the Kerala Electricity Supply Code 2014**, and also the non compliance of safety standards, the petitioner shall take statutory arrangements to merge multiple connections in his premises to a single service connection.
2. The short assessment bill demanded by the licensee is sustainable.
3. 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/-

SAJINA.T

EXECUTIVE ENGINEER
MEMBER II

Sd/-

LAILA.N.G

DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.42/2025-26/11

Dated :06/01/2026

Delivered to:

1. Smt. Anupama Rajesh, C/o Sreekumar.T.G, VYRA-35, TC 67/1157 Villuvilakom, Konchiravila, Manacaud.P.O Thiruvananthapuram - Pin-695009 Mob-No.638867351.
2. The Assistant Executive Engineer, Electrical Sub Division, Fort, Thiruvananthapuram.
3. The Assistant Engineer, Electrical Section, Thiruvallam.

Copy to:-

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