

**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

Friday 23th January,2026

OP No.46/2025-26

Between

Petitioner: Sri. Praveesh Das ,
M/s Gogo Land Resort &
Adventure Sports, Poovar, Pozhiyoor,
Thiruvananthapuram.

And

Respondents : (1) The Deputy Chief Engineer, Electrical Circle,
Kattakkada.

(2) The Special Officer, (Revenue), Vydyuthi
Bhavanam, Thiruvananthapuram.

ORDER

1. Grievance of the petitioner

The petitioner Sri. Praveesh Das , M/s Gogo Land Resort is a consumer of Electrical Section Uchakkada bearing consumer No.LCN.36/9741. An inspection of the TMR unit was conducted in their premises on 14/07/2025 and found that the TOD meter was faulty and subsequently they received a letter dated 17/07/2025 from the Deputy Chief Engineer, Kattakkada Office through registered post. The petitioner stated that they received the letter on 24/07/2025. In the letter the licensee stated that the RTC time of meter is observed to lag actual time by 3 days in the meter display “ LOW BAT “ indication is displayed. Thus meter was declared faulty.

As part of replacement of the faulty meter, the petitioner approached a contractor and the process of assigning new meter was initiated. In the meantime, the Assistant Engineer contact through phone and informed that since the smart meter was being installed soon, there was no need to apply for a new TOD meter and a temporary “ Rental meter” would be sufficient. As per the direction of the Assistant Engineer an application was submitted to the Assistant Engineer for the installation of the “Rental Meter” on 17/09/2025. Accordingly the Rental meter was installed on 06/10/2025 by the Licencee. The petitioner stated that as per the clause 4 (d) Tariff Order No.297/B (T) 2018 KSERC dt 02/12/2024 ,they had been fined on the basis that 2 months had passed. The petitioner stated that they received the letter on 24/07/2025. Therefore 2 months had not passed.

Therefore the petitioner request that the amount of Rs.2,83,312/- included in the bill for the month of October is illegal and injustice. So the petitioner approached the Forum for seeking justice.

2. Version of the respondent

M/s Gogo Land Resort is a High Tension consumer (LCN 36/9741) under the jurisdiction limits of Electrical Section Uchakkada. The billing is done under HT IV (B) commercial Tariff. An inspection of HT metering equipments at the premises of M/s Gogo Land Resort on 14/07/2025. The energy meter of the consumer was declared faulty on 14/07/2025 by Thirumala TMR, Thiruvananthapuram and the same was informed to the consumer on 17/07/2025 and . The respondent stated that the faulty meter was not replaced by the petitioner after the stipulated period of time limit, ie within two months ,the respondent stated that the meter faulty penalty of Rs.2,83,312/- issued to consumer as per part B clause 4 (d) contained in the Tariff order by The Special Officer (Revenue).

The respondent stated that As per prevailing Tariff Order-Part B General condition for HT and EHT consumer ,clause 4(d),if metering unit is not

replaced within two months (60 days) such consumer will be charged 50% extra over the prevailing rates applicable for both demand and energy charges for the said two months and one month thereafter. Hence extra charges for non replacement of meter amounting Rs.2,83,312/- was issued to the petitioner. The consumer was being billed on the basis of the average consumption during the meter faulty period .Extra charges was calculated as shown below.

Average Demand charges =Rs.47940/- (75% of contract demand 125 =94 KVA @Rs.510/-

Average Energy charges = Rs.140934/-

Average Demand charges +Average Energy charges =Rs.188874/-

50% of (Average Demand charges+Average Energy charges) =Rs.94437/-

50% extra charged for 3 months (94437*3) =Rs.283311/-

As per the aforementioned facts the licensee humbly prayed the Forum to dismiss the petition.

3 Analysis and Findings

The Forum afforded an opportunity to hear the petitioner & respondent on 13/01/2026. Both the petitioner and 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 observations conclusion and decisions there of .

The issue arising for consideration in the petition is whether the petitioner is liable to pay the meter faulty penalty bill. The licensee argued that the petitioner had liable to pay the meter faulty penalty bill as it exceeds the stipulated time. During the hearing the petitioner argued that they received the letter on 24.07.2025 and they took necessary steps to change the faulty meter. Forum viewed that the petitioner had already taken necessary steps to change the faulty meter, when the Assistant Engineer informed them that only a rental meter was needed. After submitting application the licensee took more than 18 days to install the rental meter. The forum also analysed that adequate training is required

for Section Officers for communicating the rules and procedures adopted for HT consumers.

The approachable office of a consumer (HT/LT) is Section offices. The lack of correct guidance, in proper time may leads to consumer dissatisfaction. The licensee should take proper concern about that. Also give much priority in TMR wing for completing metering works in time for avoiding penalization of such consumers.

As per the direction of AE,Section Office an application was submitted to the AE for the installation of the rental meter on 17.09.2025. Accordingly the rental meter was installed only on 06.10.2025 by the Licensee. Forum viewed that after receiving the application for rental meter the Licensee installing the rental meter only on 06.10.2025.(After 18 days) On perusal of records the Forum found that the petitioner does not make any intentional delay to replace the faulty meter. Therefore the aforesaid penal bill issued by the Licensee on 13.10.2025 is not sustainable.

DECISION

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

1. The meter faulty penalty bill issued by the Licensee on 13.10.2025 (Rs 283312/-) is here by 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/-
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.46/2025-26/19 Dated : 27/01/2026

Delivered to:

- 1.Sri. Praveesh Das , M/s Gogo Land Resort &, Adventure Sports, Poovar, Pozhiyoor, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Kattakkada.
3. The Special Officer, (Revenue), Vydyuthi Bhavanam, Thiruvananthapuram.

Copy to:-

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506
Web site: cgrf.kseb.in E- mail: Cgrf.ktra@kseb.in, Phone: 0474 - 2451300