

**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 16th February, 2026

OP No.50/2025-26

Between

Petitioner: Sri. Cherian Issac
Vettasseril Ackalathil House,
Keezhvaipur P.O,
Mallappally, PIN- 689587

And

Respondents : (1) The Assistant Executive Engineer
Electrical Sub Division, Mallappally

(2) The Assistant Engineer,
Electrical Section, Vaipur

ORDER

1. Grievance of the petitioner

The petitioner is a solar prosumer with consumer number 1146249006748 under Electrical Section Vaipur. He is aggrieved by an exorbitant bill of Rs.3735/- issued by the licensee. After the installation of solar plant he was receiving electricity bill of the range of Rs.200/- to Rs 225/-. The energy meter became faulty on May 2025. The matter was informed at Section Office and the energy meter was replaced. An exorbitant bill of Rs.3735/- was obtained for the month of June 2025 which is not approvable. So the petitioner prays the Forum to revise the bill.

2. Version of the respondent

The three phase service connection bearing consumer number 1146249006748 effected from Electrical Section, Vaipur, under LT IA tariff, having a connected load of 8280W, having Grid connectivity of solar

Energy system and billed monthly belongs to Sri. Cheriyan Issac, Vettasseril Ackalathil House, Keezhvaipur. The meter became faulty during July 2025 and the same was replaced during 26/07/2025. On 05/08/2025 demand for Rs.3735/- was issued to the consumer. As per letter dated 01/09/2025 Sri. Cheriyan Issac, Vettasseril, Ackalathil House, Keeshvaipur had complained about this bill and requested to revise the bill considering the previous bill. Based on Regulation 125 (1) of Kerala Electricity Supply Code 2014 the disputed bill amounting to Rs.3735/- was revised to Rs.235/- on 27/09/2025 and balance Rs.3450/- was credited as advance. Also the bills generated on 10/2025 (Rs.276/-), 11/2025 (Rs.291/-) and 12/2025 (Rs.283/-) were adjusted from this advance amount. After these adjustment an amount of Rs.2600/- is now existing as advance. The Deputy Chief Engineer, Electrical Circle, Pathanamthitta vide order No.ECPTA/RB/ADVANCE/2025-26/4633 dated 16/01/2026 issued sanction to refund the balance advance amount of Rs.2600/- to Sri. Cheriyan Issac, consumer No.1146249006748, Vettasseril Ackalathil House, Keezhvaipur. Balance advance amount of Rs.2600/- was refunded to the consumer on 22/01/2026 vide payment voucher 418 of 01/2026. The consumer has informed vide letter dated 24/01/2026 that KSEB Ltd., has paid back the disputed amount to him on 22/01/2026. As the amount has been paid back, now he has no bill related grievance. The petitioner also informed to stop all further proceedings about the grievance.

3. Analysis and Findings

The hearing was conducted on 11/02/2026. The petitioner was absent and the respondent was present and heard the matter in detail. On going through the petition and other documents in the file the Forum viewed that the case is with regard to an exorbitant bill of Rs.3735/- due to the faulty meter assessment issued to Sri. Cheriyan Issac by the licensee. The respondent stated that the exorbitant bill was revised to Rs.235/- and amount of Rs.3450/- was credited as advance. Also the bills generated on 10/2025 (Rs.276/-), 11/2025 (Rs.291/-) and 12/2025 (Rs.283/-) . After adjustment an amount of Rs.2600/- was refunded on 22/01/2026. The respondent stated that the petitioner has no grievance at present. The

petitioner also informed the Forum that his grievance has been redressed. The Forum viewed that the case has been settled.

DECISION

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

1. Since the grievance of the petitioner has been redressed the Forum decided to close the petition and disposed the case accordingly.
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'.

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|------------------------|---------------------------------|--------------------------------------|
| Sd/- | Sd/- | Sd/- |
| C .K.HARIKUMAR | SAJINA.T | LAILA.N.G |
| ADVOCATE MEMBER III | EXECUTIVE ENGINEER MEMBER II | DEPUTY CHIEF ENGINEER CHAIRPERSON |

Forwarded
Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.50/2025-26/43 Dated :20/02/2026

Delivered to:

1. Sri. Cherian Issac Vettasseril Ackalathil
Keezhavaipur, Mallappally, Con.No.1146249006748.
2. The Assistant Executive Engineer, Electrical Sub Division, Mallappally.
3. The Assistant Engineer, Electrical Section, Vaipur.

Copy to:-

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