

**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

Wednesday 04th March ,2025

OP No.55/2025-26

Between

Petitioner: Sri.Paulson.K.Paul
Kanjirakkattu House,
Sreekandamangalam.P.O,
Athirampuzha, Kottayam.
PIN-686562

And

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

(2) The Assistant Engineer,
Electrical Section, Athirampuzha

ORDER

1. Grievance of the petitioner

The petitioner is a domestic consumer bearing consumer number 1146648009384 under Electrical Section Athirampuzha. Normally he is receiving electricity bill in the range of Rs.2800/- to 3000/- .However during the period of April-May 2025 he was given an exorbitant bill of Rs.14,039/- for a consumption of 1318 unit.Though the matter was informed to the licensee immediately and requested to check the meter,the petitioner was advised to remit the amount to avoid and penalty and disconnection.On July 2025 the meter reader informed that the meter was not working and it shows same reading of the last billing cycle.Subsequently he had given a bill of R.s 7540/- based on the average last three billing cycles and advised to raise a complaint to replace the

meter. On July 23 the petitioner submitted an online complaint asking to replace the meter to avoid exorbitant billing. Though the petitioner submitted the complaint on 23rd July itself the meter was replaced after one month. After replacing the faulty meter, the petitioner made a request to the Assistant Engineer in order to avoid the exorbitant billing in the next billing cycle. Despite of his request, he was given an exorbitant bill for Rs. 5674/- during the period of August-September 2025 based on average of last three billing cycles. Again, he sent a request to the Assistant Engineer to reduce the excess amount, but none of the officials was willing to revoke the previous bill amounts.

The petitioner alleged that due to licensee's failure to replace the damaged meter in time, the petitioner had to pay an amount of 31,674/- towards electricity charges for four billing cycles starting from February 2025 to September 2025. He paid an approximate of Rs. 21,000/- as additional amount due to wrong calculation of average billing and the failure of the officials of licensee to identify and replace the faulty/damaged meter in time. Had the billing staff found out the fault of the meter in time and computed the average amount immediately, he would not have to pay this huge amount. So he prays the Forum to revise the bill.

2. Version of the respondent

The complainant is an LT IA 3 phase consumer with consumer number 1146648009384 under Electrical Section Athirampuzha having registered connected load of 8746 watts. The electricity consumption recorded for the month of March was 541 units and corresponding regular bill amount was Rs. 4421/- and consumption recorded in the month of 05/2025 was 1318 units and bill amount assessed for consumption was Rs. 14,039/-. Usually the power consumption by consumers seems to be increased substantially during the aforesaid month, it may occur due to summer season, so there might be a chance for increased consumption of power by the consumer. As per the orumanet report, bill for July-2025 was issued for Rs. 7540/- (7207+333 ACD) as door lock status with an average unit of 756, (Previous units $406+541+1318=2265/3=756$ units) The

meter reader reported that meter reading on 20/05/2025 was 25725 (1318 units) and no complaint was noted regarding the working of the meter, and the reading on 21/07/25 was less than the previous reading. So an average bill was issued (756 unit) to the consumer with door lock status. Hence the digital display failure of the meter is suspected. As per the request of complainant, meter was replaced on 24/08/2025. But the complainant did not request that the meter be tested. For the month of 09/2025 bill amount was Rs.5674/- for 608 unit (403 average units faulty period + 205 units new meter reading). The meter (SI No.4131739) is submitted before the Executive Engineer, TMR Division Pallom for testing on 11-02-2026. The meter test result will be submitted before the Forum, as seen as it received from TMR Division Pallom.

3. Analysis and Findings

The hearing conducted on 26/02/2026. The petitioner was absent and the respondent was present. 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.26920/- issued to Sri.Paulson.K.Paul by the licensee. The petitioner informed the Forum through e-mail communication dated 25/02/2026 that his exorbitant bill was revised to Rs.15779/- and this amount is kept as advance. He does not want to proceed with further complaint. The respondent stated that the energy meter was reported to be faulty after testing the meter at TMR. So the bill was revised to Rs.15779/- and kept this amount as advance in his credit. The Forum viewed that the case has settled.

DECISION

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

1. Since the case has been settled, 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'.

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.55/2025-26/ Dated : 07/03/2025

Delivered to: 1. Sri.Paulson.K.Paul, Kanjirakkattu House,
Sreekandamangalam.P.O, Athirampuzha, Kottayam.
PIN-696562.
2. The Assistant Executive Engineer, Electrical Sub Division,
Ettumanoor.
3. The Assistant Engineer, Electrical Section, Athirampuzha

Copy to:-

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

Office: CGRF(S), Vidyuthi Bhavanam, Kottarakkara, Pin - 691 506
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