

**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 18th March,2026

OP No.51/2025-26

Between

Petitioner: Smt. Sugatha Devi,W/o
Sundaresan,
Padippura Bar
Paravur.
Cons.No.1145762003998

And

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

(2) The Assistant Engineer,
Electrical Section, Paravur.

ORDER

1. Grievance of the petitioner

The petitioner, Smt Sugata Devi, is a consumer under Electrical Section Paravur bearing consumer number 1145762003998 in LT-VII A tariff with a three phase CT connected meter. The service connection is primarily intended for operating the bar hotel named 'Padippura Bar' The Anti Power Theft squad, Kollam conducted an inspection in the premises of the petitioner on 09/10/2025 and informed that the CT meter has issues in recording the usage of electricity. On inspection it was observed that the voltages in R Phase of CT is not reaching the energy meter accurately. The voltage reaching the energy meter from the R-phase was lower than the actual supply voltage, resulting a less recording of energy

consumption. As per the downloaded meter data, it was detected that that unrecording of the energy consumption in the R-phase started from 09/10/2025. Accordingly a short-assessment notice amounting to Rs.2,62,357/- were issued on 14.10.2025 for realizing the short assessed current charges.

It was alleged by the petitioner that the anomaly pointed out occurred not due to any fault from the part of the business concern and the petitioner cannot identify or rectify the anomaly. The energy meter as well as the CTs installed in the premises are sealed by the licensee and are under the custody and supervision of KSEB Ltd. Every month, the officials of the licensee visits the premises for taking the energy meter reading and the bills are remitted by the petitioner without any default. Therefore the anomaly occurred is due to negligence or mistake from the part of the concerned officials of the licensee

Even though the petitioner has lodged complaint to the officials of the licensee, his grievance was not redressed in time. Hence the petitioner requested the Forum to look into the matter and cancel the short assessment bill amounting to Rs.2,62,357/..issued on 14/10/2025.

2. Version of the respondent

The petitioner is a three phase commercial consumer bearing consumer number 1145762003998 with a connected load of 95000 watts under Electrical Section Paravur. The Anti Power Theft Squad, Kollam conducted an inspection in the premises of the petitioner on 09/10/2025 and it was found that the energy meter failed to record actual consumption in 'R' phase of the CT (Current Transformer). The voltage and current displayed by the energy meter in the R, Y and B phases, when the said premises was functional during the inspection were R-N Voltage =113 Volts B-N =230 V, Y-N=225V respectively whereas the terminal Voltage of incoming cable, RN=230 V, Y-N = 225 V, B-N =230 V. Thus it became evident that the energy consumption in the R phase was not recorded in the energy meter. The data were downloaded using Urja DLMS software and it was proved that the unrecording of energy consumption started

from 09/2024 with the Voltage drop from 113 V low in several instances. Load checks also shows no increase in connected load.

The Respondent pointed out that due to the unrecording of R-phase, the licensee has incurred loss from 09/2024. As per the Regulation 134 of the Kerala Electricity Supply Code 2014, the undercharged amount can be recovered from Licensee. Therefore a short assessment bill amounting to Rs 2,62,357/-was issued to the petitioner on 14.10.2025 for realizing the undercharged period from 09/2024 to 09/2025.

The respondent asserted that since this is a clear case of legally recoverable arrears, the petitioner is liable to remit the bill. So the respondent request the Forum to dismiss the petition.

3. Analysis and Findings

The first sitting of the case was held on 11/02/2026. The respondent were present, but the Petitioner sought additional time for presenting their argument. So the hearing was postponed to 26/02/2026. During the second sitting both the petitioner and respondent were present

On going through the petition and other documents in the file, it is seen that the case is with regard to a, short assessment bill of Rs.2,62,357/- issued to the petitioner on 14.10.2025 for the unrecorded portion of energy due to the failure of the energy meter to record actual consumption in 'R'phase of the CT (Current Transformer) for the period from 09/2024 to 09/2025. The petitioner raised a dispute against the bill and requested the licensee to withdraw, but the response was not as expected. The petitioner states that the meter readings were taken by the licensee's meter reader and the bills were consistently paid on time. The petitioner alleges that issue with R phase CT is not their fault but is attributable to the licensee.

In response, the respondent attributes the reason for issuing the disputed short assessment bill to a defect in the R phase CT terminal of the petitioner's meter, which was inspected by APTS wing of KSEB Ltd on 09/10/2025 at the petitioner's premises. Upon further

evaluation of meter and CTs, the terminal of CT connected in R phase was found burnt, resulting non-recording of consumption in the energy meter started from 09/2024. Subsequently, there was a short assessment of energy consumption in the premises which caused revenue loss to the KSEBL. Therefore a short assessment bill of Rs.2,62,359/- was issued to the petitioner in accordance with Regulation 134 of the Kerala Electricity Supply Code 2014 for realizing the short assessed amount.

Regulation 134. Under charged bills and over charged bills. -
“(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 thirty days shall be given to the consumer for making payment of the bill.”

The Forum views that the bill under dispute was issued for the unrecorded portion of energy consumption, based on the fact that the energy meter was not showing exact reading in R phase, which was detected upon inspection conducted by the APTS Wing of KSEB Ltd in the petitioner's premises on 09/10/2025. Site mahazar was prepared and meter details were downloaded. From the downloaded meter data it is clear that voltages in R-phase was lower than the actual supply voltage, resulting a less recording of energy consumption. It is an admitted fact when one phase has defect the actual energy consumption will not be recorded.

The Regulation 152 (1) to (3) of the Kerala Electricity Supply Code 2014 stipulates that **“Anomalies attributable to the licensee which are detected on inspection at the premises of the consumer, such as wrong application of multiplication factor, incorrect application of tariff by the licensee even while there is no change in the purpose of use of electricity by the consumer and inaccuracies in metering shall not attract provisions of Section 126 of the Act or of Section 135 of the Act.**

In such cases, the amount of electricity charges short collected by the licensee, if any, shall only be realized from the consumer under normal tariff applicable to the period during which such anomalies persisted.

Provided further that while assessing the period of such short collection the factors as specified in sub regulation (8) of regulation 155 shall be considered:

Provided also that realization of electricity charges short collected shall be limited for a maximum period of twenty four months, even if the period during which such anomaly persisted is found to be more than twelve months”.

In this case, the demand raised by the licensee is on account of escaped billing which actually should have been billed for the period from 09/2024 to 09/2025. Here, the period of anomaly persisted is thirteen months. As per the above regulations, the licensee is empowered to realize the electricity charges short collected due to non recording of actual energy consumption of the petitioner. Hence the issuance of short assessment bill to the petitioner is legal and sustainable.

DECISION

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

1. The petitioner is liable to remit the short assessment bill of Rs.2,62,357/- issued on 14.10.2025
2. The respondent is directed to allow suitable installments to the petitioner if the petitioner desires so.
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.51/2025-26/58 Dated :18 /03/2026

Delivered to:

1. Smt. Sugatha Devi,W/o Sundaresan, Padippura Bar Paravur .
2. The Assistant Executive Engineer, Electrical Sub Division, Chathannoor.
3. The Assistant Engineer, Electrical Section, Paravur.

Copy to:-

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