

**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,2026

OP No.53/2025-26

Between

Petitioner: The principal
Musaliar College of
Engineering & Technology
Musaliar College.P.O.,
Pathanamthitta.
Mob.No.9895853740

And

Respondents : (1) The Special Officer (Revenue),
Vydyuthi Bhavanam, Thiruvananthapuram.

(2) The Deputy Chief Engineer, Electrical Circle,
Pathanamthitta.

ORDER

1. Grievance of the petitioner

The petitioner, the principal of the Musalliar College of Engineering & Technology is a High Tension consumer with LC No.16/3602, under the jurisdiction of Electrical Section, Kumbazha. The agreement authority is Deputy Chief Engineer, Electrical Circle, Pathanamthitta. The petition brought by the petitioner was against the penalty imposed by the licensee for the delay in replacement of CT-PT outdoor unit . The petitioner explains that they have received a letter dated 31/07/2025 from the Deputy Chief Engineer, Electrical Circle, Pathanamthitta to replace the existing CT-PT outdoor unit with a new unit. As per this letter, the TMR Division conducted an inspection at the premise of the consumer on 21/07/2025 and found that the PT Secondary B phase was low from

24/05/2025 and declared CT-PT out door unit was faulty. Further it was also directed the petitioner to replace the meter and associated equipment at the cost of petitioner within seven working days from the receipt of the letter dated 31/07/2025.

Pursuant to the communication of the Deputy Chief Engineer Pathanamthitta, the petitioner had given the contract to replace the CT-PT unit to M/s Lumens Electro Systems, Kollam. However the work could not be completed as planned mainly due to adverse weather conditions and non-availability of CT-PT unit with prescribed specification in the market. Restriction to shut down due to university examinations also contributed an unavoidable delay in the installation process. The petitioner replaced the faulty meter only on 18/11/2025. Since the meter was not replaced by the petitioner even after the stipulated period of time limit, a meter faulty penalty was charged for an amount of Rs.1,44,045.24/- in the Invoice dated 19/11/2025. The petitioner subsequently sought a penalty waiver from the Special Officer (Revenue), but the request was summarily rejected. According to the petitioner, while the grievance raised on the meter faulty penalty imposed on the petitioner remains unresolved, even after the matter was brought to the attention of higher ups of the licensee, the petitioner preferred to file the complaint before this Forum.

2. Version of the respondent

M/s Musalliar College of Engineering & Technology (LCN 11/4022) is an HT consumer under the jurisdiction of Electrical Circle, Pathanamthitta. The billing is done under HT II (B) General Tariff. According to the respondent, the Assistant Engineer, Kumbazha had noticed some discrepancies, while taking the meter reading of the consumer on July 2025 and informed the matter to TMR Division, Thirumala. Subsequently the officials of TMR Division, Thirumala conducted an inspection at the premises of the consumer, on 21/07/2025 and found that the CT-PT out door unit was faulty, and PT Secondary B phase was low from 24/05/2025. The Executive Engineer, TMR Division, Thirumala has directed to replace the existing CT/PT unit with a new one. Hence, a notice was issued to consumer by Deputy Chief Engineer, Electrical Circle, Pathanamthitta on

31/07/2025 directing to replace the existing CT/PT unit with a new one. It was also intimated that average consumption will be charged for the meter faulty time period, if the metering unit is not replaced within two months. However, the faulty meter was not replaced by the consumer even after the stipulated period of time limit -within two months. Hence the meter faulty penalty of Rs.1,44,045.24/- was imposed on the invoice dated 07/11/2025. But the consumer has not paid till date.

The respondent argued that the energy meter was recommissioned only on 08/11/2025. The delay of three and half months to replace the CT/PT unit and meter has been attributed to the consumer only and no delay from the part of the licensee was occurred. So the licensee request the petitioner to dismiss the petition.

3 Analysis and Findings

The hearing of the case was conducted on 11/02/2026. Both the petitioner and the respondent were present on the hearing and the Forum heard the matter in detail and statement of facts of the respondent, considering all the facts, circumstances in detail, and perusing all the documents of both sides, the forum comes to the following observations, conclusions and decisions thereof.

The petitioner, the principal of Musalliar Engineering and Technology, Pathanamthitta has an HT electricity connection with consumer number, 1346010004173 (LCN-11/4022) under the Electrical Section Kumbazha. On 31/07/2023, the petitioner received a bill for Rs 144045.24/- as a penalty for delay in changing their CT-PT out door unit. The petitioner argued that despite informing the licensee about the difficulties beyond the institution's control like adverse weather condition & non availability of components in the market, the respondent imposed meter faulty penalty for an amount of Rs.1,44,045.24/- in the bill of November 2025. The respondent asserted that they had informed the petitioner about the faulty status of meter on 31/07/2025. However, the replacement of faulty metering equipment was done only on 08/11/2025 and therefore the petitioner is liable for the penalty as per Part B - General

Conditions for HT & EHT Consumers in the prevailing Tariff Order dated 25.06.2022.

From the records submitted before the Forum, it is evidently clear that the petitioner has received a letter issued by Deputy Chief Engineer, Pathanamthitta on 31/07/2025 and it contain a definite instruction to replace the meter within the specific time span. But despite repeated follow-ups there occurs delay from the part of the petitioner to replace the existing CT-PT outdoor unit with new one. Here the licensee informed petitioner regarding the faulty condition of meter, on 31/07/2025, but the new tested CT-PT unit was installed by the petitioner on 08/11/2025,resulting a three and half months delay on installing a new meter. Since the petitioner could not substantiate their argument that the delay in changing the CT- PT unit was caused not by their fault, this Forum concludes that the penalty imposed by the respondent is in accordance with General conditions 4(d)under part B of the Tariff Order dated 25/06/2022, is justifiable. **The General conditions 4(d) under part B of the Tariff Order dated 25/06/2022 states that“If any existing consumer, having elected to purchase and supply the meter for replacement of the defective meter in his premises, fails to do so within two months, such consumer will be charged 50% extra over the prevailing rates applicable to him for both demand and energy, for the said two months and one month thereafter.**

The Forum also acknowledges that the petitioner has operational constraints in installing the CT-PT unit during University examination periods. Therefore the period of University examination shall be exempted from the calculation of meter-faulty penalty charges.

DECISION

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

1.The Licensee is directed to revise the meter faulty penalty bill,amounting to Rs.1,44,045.24/- excluding the University examination days that

were held during the time of meter faulty period and issue a revised bill to the petitioner.

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.53/2025-26/49

Dated : 10/03/2026

Delivered to:

1. The principal, Musaliar College of Engineering & Technology
Musaliar College.P.O., Pathanamthitta.
2. The Special Officer (Revenue), Vydyuthi Bhavanam,
Thiruvananthapuram.
3. The Deputy Chief Engineer, Electrical Circle, Pathanamthitta.

Copy to:-

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