

**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 30th March,2026

OP No.57/2025-26

Between

Petitioner: Smt Anitha.R
Rohini, Plamude
Akkal.P.O, PIN-691516
Perapayyam

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner, Smt. Anitha.K is a domestic consumer under Electrical Section, Ayoor bearing consumer number 1145915021054. She had been receiving bi-monthly bill in the range of Rs.1500/-. Now she is aggrieved by an exorbitant bill of Rs.90,586/- issued to her by the licensee on 15/01/2026, for the consumption of 8827 units. The petitioner stated the wiring in her house is protected by ELCB and therefore, there is no possibility for energy loss due to earth leakage or from the working of other household equipments. Also it is unusual that the consumption to the tune of 8827 units was recorded in one billing cycle in the case of single phase domestic service connection with connected load of 2450 watts. Moreover such an excessive consumption has not seen recorded

before or after the disputed period. Therefore she is not willing to remit such an exorbitant bill. Despite lodging a complaint with the respondent, no action was taken by the licensee. Thus the petitioner seeks justice from the Forum, requesting the cancellation of the invoice bill dated 16/01/2026.

2. Version of the respondent

According to the respondent, the petitioner is a domestic consumer under Electrical Section Ayoor, bearing consumer 1145915021054 with a registered connected load of 2450 Watts. The average bi-monthly consumption of the petitioner before the disputed period was 250 units. However during the billing period of 01/2026, the energy consumption recorded in the meter was 8827 units and the bill issued was Rs.90,586/-. After noticing the abnormal consumption during the meter reading, the meter reader flagged the recorded consumption as a 'High Reading' in the anomaly register to initiate a formal inspection. Subsequently the Sub Engineer and overseer inspected the premises and found that the meter was in good condition and no leakage of electricity was observed. Apart from the abnormal reading in the meter, no sparking or other damage could also be found. Subsequently, the matter was explained to the petitioner and advised to test the energy meter, but the petitioner argued that he will pay the meter testing charge only after getting the invoice bill of 01/2026. On the basis of the petitioner's demand an invoice bill amounting to Rs.90,586/- was served by the licensee on 17/01/2026. On 19/01/2026, the petitioner lodged a formal application for the accuracy testing of the energy meter. Upon the request of the petitioner, the energy meter was tested at site with a calibrated energy meter and the test confirmed that both meters recorded identical consumption levels. The disputed meter was forwarded to the Engineering College Thiruvananthapuram, on 28/01/2026 for an independent technical analysis to determine the correctness of the energy meter. The technical report establishes that there was no apparent defect in the energy meter. Further, as a part of a detailed examination the meter was submitted to TMR Lab, Thirumala on 11/02/2026. The test report dated 21/02/2026 confirms that the energy meter is faulty, thereby validating the petitioner's claim regarding the technical error in the recorded

consumption. Thus in the light of above factual aspects the respondent requests the Forum to take favorable decision to revise the disputed bill based on the average consumption of the preceding three billing cycles.

3 Analysis and Findings

The hearing of the case conducted on 26/03/2026. Both the petitioner and respondent were present on the hearing. On examining the petition, the counter statement of the respondent, the documents attached and arguments made during the hearing and considering all the facts and circumstances of the case, this forum comes to the following findings and conclusions leading to the decision thereof.

On analysing the petition and other connected documents in the file, the Forum found that the case is with regard to a bimonthly regular electricity bill amounting to Rs.90,586 /-issued by the licensee for the billing month of January/2026. During the course of hearing the petitioner has raised the same arguments that has mentioned in his version. The accuracy of the bill is challenged by the petitioner citing the reason that the amount demanded in the bill is exorbitant. The respondent submits the test report of TMR Division Thirumala. dated 21/02/2026 , stated that, *meter display MD values do not match with corresponding energy readings Abnormal MD date and time is logged in third billing history, (Third history shows date and time as 02.10.43; 05:66hrs) These abnormal logging and energy consumption may be due to internal malfunction of meter. Hence the Meter is declared as faulty.* Further, the respondent stated that the disputed bill could be revised based on the average consumption of the previous three bills. This proposal was accepted by the petitioner. In view of this mutual agreement, the Forum instructs the respondent to issue revised bill for the month of 01/2026 in accordance with the Regulation 125 of Kerala Electricity Supply Code 2014.

Regulation 125 Procedure for billing in the case of defective or damaged meter.- (1) In the case of defective or damaged meter, the consumer shall be billed on the basis of average consumption of the past three billing cycles immediately preceding the date of the meter being found or reported defective:

Provided that, the average shall be computed from the three billing cycles after the meter is replaced if required details pertaining to previous billing cycles are not available:

Provided further that any evidence given by consumer about conditions of working and occupancy of the concerned premises during the said period, which might have had a bearing on energy consumption, shall also be considered by the licensee for computing the average.

(2) Charges based on the average consumption as computed above shall be levied only for a maximum period of two billing cycles during which time the licensee shall replace the defective or damaged meter with a correct meter.

(3) In case, the maximum demand indicator (MDI) of the meter at the installation of the consumer is found to be faulty or not recording at all, the demand charges shall be calculated based on maximum demand during corresponding months or billing cycle of the previous year, when the meter was functional and recording correctly.

(4) In case, the recorded maximum demand (MD) of corresponding month or billing cycle of past year is also not available, the average maximum demand as available for lesser period shall be considered:

Provided that the above sub regulations shall not be applicable in the case of a tamper meter for which appropriate action under the provisions of the Act shall be initiated by the licensee

Based on the above regulation, respondent is directed to issue a revised bill based on the average consumption of three billing cycles immediately preceding the bill month of January 2026.

DECISION

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

1. The regular electricity bill dated 16.01.2026, amounting to Rs.90,586/- is hereby quashed. The respondent is directed to issue a revised bill based on the average consumption of three billing cycles immediately preceding the bill month of 01/2026.
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.57/2025-26/66 Dated :04/04/2026

Delivered to:

- 1.Sri. Anitha.R, Rohini, Plamude, Akkal.P.O, PIN-691516
Perapayyam
2. The Assistant Executive Engineer, Electrical Sub Division, Ayur
3. The Assistant Engineer, Electrical Section, Ayur

Copy to:-

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