

**THE STATE ELECTRICITY OMBUDSMAN**  
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**APPEAL PETITION No. P/005/2022**  
**(Present: A.S. Dasappan)**  
**Dated: 31<sup>st</sup> March, 2022**

Appellant : Sri. Abdul Azeez. A.K.,  
Arayankulangara,  
Iruvalloor P.O.,  
Chelannur,  
Kozhikode Dist. 673 616

Respondent : Assistant Executive Engineer,  
Electrical Sub Division, KSEB Ltd.,  
Kakkodi, Kozhikode Dist.

**ORDER**

**Background of the case:**

The appellant is a consumer of Electrical Section, Chelannur, KSEB Ltd. with consumer number 14762. The registered connected load is 280 watts and tariff allotted is LT VIIA. The appellant's electricity bill dated 04-02-2021 is Rs.12,267/- for the bi-month from 04-12-2020 to 04-02-2021. The respondent checked the accuracy of the energy meter following the complaint of the appellant and found good. The appellant was given three instalments for remitting the amount and the 1<sup>st</sup> instalment for Rs.4,179/- was remitted on 15-04-2021. Afterwards the appellant approached the Consumer Grievance Redressal Forum (CGRF), Northern Region, Kozhikode and the Forum in its order dated 08-12-2021 allowed 6 instalments for the balance amount to be remitted and exempted from paying the surcharge in the petition pending period in Consumer Grievance Redressal Forum.

Aggrieved by the decision of the Forum, the appellant filed this appeal petition before this Authority.

**Arguments of the appellant:**

The appellant received a bill for Rs.12,267/- consuming energy of 1184 units for the period from 04-12-2020 to 04-02-2021. The usual bill amount never exceeded Rs.1,300/- at any period and excess energy was not used during the said period. Though petition was filed in Section Office and CGRF, the bill amount was not revised. The appellant wants exemption from remitting the exorbitant amount.

**Arguments of the respondent:**

The service connection mentioned in the complaint is effected on 11/02/2013 with a connected load of 280W in VII A Tariff. In addition to this, 4 more connections are present in the same building. The recorded energy consumption during the period 4/12/2020 to 04/02/2021 is 1184 kWh and the bill of Rs. 12,267/- was issued to the appellant. Against this bill, the appellant raised a complaint to the respondent and the same was checked by connecting a parallel meter in the premise of the appellant. No abnormal reading was noticed during the parallel meter check and the both meters shown same energy meter reading of 27 kWh. This has been informed to the appellant in writing and also informed, if the appellant is willing for further testing of the meter, appellant may remit required fees for that. The appellant was not willing for that and further approached the respondent for giving installment for the payment of the bill. The appellant was allowed to remit Rs.1,300/- for the average consumption and the balance amount was agreed to remit in 2 installments of Rs.5,523/- on 05/04/2021 and 05/05/2021.

The appellant could not remit the agreed installment amount on 05/04/2021 and when the new bill was raised, the appellant again requested for the installments. 3 installments were sanctioned of Rs.4,179/- and remitted one installment on 15/04/2021.

Based on this complaint, site inspection was conducted on 18/06/2021 and the following anomalies were noted.

The power supply from this appellant's number CS 14762 is presently wired in to 4 rooms of which 3 rooms are occupied by workmen for their stay and one room is not using. The motor connection is given from this service connection. The total load now present in the said consumer is 1566 Watts. No ELCB is connected in the circuit.

Also, data downloading of the meter was done with the help of APTS wing Kozhikode on 21/06/2021, and it is found that energy meter has recorded more consumption in two zones for the period from 1/12/2020 to 1/01/2021 and 01/01/2021 to 01/02/2021. From this, it is very clear that the meter is working properly.

The bill served is found to be in order and the same has been approved by the CGRF, Northern Region, Kozhikode vide Order 7/2021-22 dated 08/12/2021.

In view of the above facts, request to dismiss the petition filed by the appellant.

**Analysis and findings:**

An online hearing of the case was conducted on 03-03-2022 with prior intimation to both the appellant and the respondent. Sri. Abdul Azeez, the appellant and Sri. P.M. Anand, Assistant Executive Engineer, Electrical Subdivision, KSEB Ltd., Kakkodi from the respondent's side attended the hearing. On examining the appeal petition, the arguments filed by the appellant, the statement of facts of the respondent, perusing the documents attached and considering all the facts and circumstances of the case, this Authority comes to the following findings and conclusions leading to the decision thereof.

According to the appellant, the bimonthly electricity bill received on 04-02-2021 for Rs.12,267/- is exorbitant. The energy consumed by the appellant during the billing cycle from 04-12-2020 to 04-02-2021 is 1184 units. The appellant is never received a bimonthly bill exceeding Rs.1,300/- previously. As such, the appellant wants exemption from remitting such a huge bill.

The respondent has submitted that they have carried out a detailed checking with a reference meter, which is tested and calibrated. During the

inspection, it is revealed that there is no difference in the energy consumption recorded in the appellant's meter and the reference meter. The appellant was given instalment facility to remit the bimonthly bill amount and remitted Rs.4,179/- on 15-04-2021. In the inspection conducted in the premises by the respondent on 18-06-2021 they noticed that the power supply from the electric connection is extended to four rooms of which 3 rooms are occupied, a motor is connected in the same electric connection, total connected load is 1566 watts and no ELCB is connected. Moreover, the data of the meter was downloaded, which reveals recording of more consumption for the period from 01-12-2020 to 01-02-2021.

On perusing the document file submitted by the respondent, the energy consumption recorded in the premises meter and reference meter from 19-02-2021 and 05-03-2021 is 27 units in each meter. The test result was communicated to the appellant and advised to remit the required fee for further testing. This Authority observed that the respondent had taken actions in accordance with relevant rules and regulations. The appellant did not approach the Licensee for further testing, but requested for instalment facility and remitted the 1<sup>st</sup> instalment so availed. On verifying the bimonthly consumption details prior and after the disputed bi-months the bimonthly consumption is more than 250 units, except 3 bi-month just prior to the disputed bi-months 175 units, 36 units and 29 units. In the inspection dated 18-06-2021 by the respondent, the actual connected load is seen as 1566 units, which is more than 5 times of the registered connected load. Moreover, electric supply is extended to other rooms, where there is individual occupancy. As such, this Authority could not find any abnormality in the consumption recorded in the meter. A consumer is liable to remit the energy consumption recorded in a correct meter, which was ascertained by the Licensee by providing a calibrated test meter and also the appellant was given proper notice for further testing. The CGRF, Northern Region had analyzed the subject property and the appellant was given genuine consideration for remitting the bill amount.

**Decision: -**

From the analysis done and the conclusions arrived at, which are detailed above, this Authority upheld the decision taken by the CGRF, Kozhikode in OP No. 7/2021-22 dated 08-12-2021 and the appeal petition filed by the appellant is rejected and disposed of as such.

Having concluded and decided as above, it is ordered accordingly. No order on costs.

**ELECTRICITY OMBUDSMAN**

P/005/2022/\_\_\_\_\_ dated \_\_\_\_\_.

**Delivered to:**

1. Sri. Abdul Azeez. A.K., Arayankulangara, Iruvalloor P.O., Chelannur, Kozhikode Dist. 673 616
2. Assistant Executive Engineer, Electrical Sub Division, KSEB Ltd., Kakkodi, Kozhikode Dist.

**Copy to:**

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthi Bhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydhyuthi Bhavanam, KSE Board Ltd, Gandhi Road, Kozhikode