

## **THE STATE ELECTRICITY OMBUDSMAN**

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### **Appeal Petition No. P/029/2025 (Present A. Chandrakumaran Nair) Dated: 03-07-2025**

Appellant : Sri. Vinod .S.Panicker  
Ambrosia - The Classic-Bake House,  
Krishna Commercial Complex,  
Bakery Junction,  
Thiruvananthapuram (dt)

Respondent : The Assistant Executive Engineer  
Electrical Sub Division  
KSE Board Ltd., Puthenchantha  
Thiruvananthapuram (dt)

## **ORDER**

### **Background of the case**

The appellant Shri. Vinod.S.Panicker had availed a 3 phase LT connection for his bake house on 10/09/1996 from the Licensee(KSEBL). The connected load of the connection is 20.24 KW under LT IVA tariff. APTs, Thiruvananthapuram had conducted an inspection along with the officials of the Electrical Section, Contonment on 06/07/2024. They have noticed an anomaly in the metering system that one CT was out of the measuring circuit which lead to an error in the measurement. The APTs has assessed the reduction in reading with a standard, calibrated meter which was around 35.61%. Accordingly a short assessment bill was prepared for 26 months from 01/06/2022 to 06/07/2024 for Rs.2,78,044/- and send to the consumer demanding the payment. The appellant had contented this demand and filed petition to CGRF. CGRF on completing the procedural formalities have issued order on 07/03/2025. Aggrieved by the decision of CGRF, this appeal petition have been filed to this Authority.

## **Arguments of the Appellant**

Appellant herein is a consumer of electricity with consumer 1145064006082 under the geographical jurisdiction of Electrical Section Cantonment, Thiruvananthapuram of the licensee under LT IV A tariff. The premises above are used for running a bakery with name and style "Ambrosia the Classic Bakehouse, Meter reading is taken by a Sub Engineer / meter Ai reader of the Licensee every month and bills issued for electricity charges, it is paid promptly and no arrear is outstanding. A three phase electronic CT meter is provided at the premises with 100/5 A CTs and no defect in meter was reported in bill dated 01-07-2024 or earlier and status of meter in the bill is stated as working.

While so, on 06-07-2024, later known to be Mr. Dikson Simon Sub Engineer, Electrical Section Cantonment, Thiruvananthapuram of the licensee along with some unknown persons later known to be the Anti Power Theft Squad, Thiruvananthapuram Unit, of the licensee entered the premises inspected the premises and prepared a mahasar and then a copy of the mahasar was handed over to the representative of this appellant. None of the general provisions relating to inspection under Regulation 173 of Supply Code, 2014 was ever followed in this inspection. Observation in the mahasar was that, R phase wire to the load is not taken through the CT while the other two phases are taken through the CTs. in effect the licensee have connected an incorrect meter at the premises in violation to Section 55 (1) of Electricity Act,2003. After a crude test, it is alleged in the mahasar that there is a percentage error of 35.61.

Basing this mahasar, the Assistant Engineer of the licensee issued an order of short assessment amounting to Rs.2,78,044.00 citing regulation 134(1) of Supply Code, 2014, demanding to remit the amount within seven days. This order was accompanied with a short assessment bill citing Regulation 134 and 152 of Supply Code 2014 for the same amount of Rs.2,78,044.00. This was accompanied with a calculation statement to the bill above for the period from 01-06-2022 to 01-07-2024 and to this assessment, this appellant filed objection. Even though the Assistant Engineer of the licensee heard this appellant refused to withdraw the assessment and rejecting the reasonable objection of this appellant finalized the assessment for the same amount of Rs.2,78,044. 00 and issued orders along with a demand for Rs.2,78,044.00 and a calculation statement for the same period from 01-06- 2022 to 1-07-2024. Copy of the initial order, demand, calculation statement, objection, final order, and demand and calculation statement are produced.

Aggrieved by final order, this appellant filed a complaint under OP No. 63/2024 before the Consumer Grievance Redressal forum (south). (CGRF for brevity hereafter) however, the CGRF failed in appraising facts in the light of regulations and upheld final order of the licensee under Regulation 134 of Supply Code, 2014, which is not at all an applicable regulation in this case of

installing a meter by the licensee in the incorrect way violating Section 55(1) of Electricity Act, 2003 and issuing a short assessment bill. Copy of the complaint to CGRF and order of the CGRF are produced.

It is respectfully submitted that, the responsibility of connecting an incorrect meter as alleged, on 06-06-2022 at the premises of this appellant falls directly on the Sub Engineer under whose direct supervision the meter was installed charged, since three phase CT operated meter has to be installed under the direct Supervision of a Sub Engineer and he is only authorized to charge it. After that, the Sub Engine who has taken the meter reading should have noticed the defect and remedial action taken. If the alleged defect is true it is the defect and deficiency of service from the part of both the above officials and it is the defect on the part of the licensee itself and it is violation of Section 55 (1) of Electricity Act, 2003. On that matter this appellant is not responsible or liable for any loss sustained to the licensee if occurred as alleged. The contention of the licensee under Exhibit P6 final order are, on inspection on 06-07-2024 in the premises meter R phase flag was not seen and flags of Y & B phases were seen, on further inspection noticed R phase load wire is seen not taken through the CT but through outside causing recording 35.61% less energy in the meter, this incorrect installation of meter occurred on 06-06-2022 on renewal of the meter board at the premises and this has caused revenue loss to the licensee, hence short assessment bill was issued under Regulation 134 (1) & 152 of supply Code.2014 after hearing this appellant. Also it is stated that the licensee is entitled issue this short assessment bill under the judgment of the Hon: Supreme Court of India in Prem Cortex V/S Uttar Haryana Bijli Vitran Nigam Limited CA No. 7235 of 2009.

It is respectfully submitted that, the first and foremost thing in this case is that, the licensee has made an irrevocable acceptance that; it has connected an incorrect meter at the premises of this appellant on 06-06-2022. This is nothing but blatant violation of Section 55 (1) of Electricity Act, 2003. Here the licensee has violated the law of the land and at the same time it is demanding an amount which is a presumed revenue loss due to its own violation of statute. The licensee has no case that it has changed the meter, where as it has accepted that, it has dismantled the meter at the premises for a while and reconnected the same after some time. While doing so the licensee connected the meter in an incorrect way. There by occurred a supply outage in the meter followed with missing of one phase current. Invariably these occurrences is recorded in the meter as tamper. However, the licensee never has taken the dump of the meter, the tamper data, for the reasons not known to this appellant. Therefore, it is submitted that the licensee created a tamper of missing of one phase current in the meter while connecting the meter in incorrect way. Thereby the licensee violated Section 55(1) of Electricity Act,2003, Regulation 104(1),(4)&109(20) of Supply Code.

This licensee or no other licensee in India can violate the above regulations and all meter manufactured in India are subject to the applicable provisions under Metering Regulation. Also submitted that, universally, electronic energy meter measures the energy accurately even under tamper conditions and ensures accurate billing even when tampering has occurred unless meter is totally bypassed. Thereby, since this meter shall record the correct amount of electricity consumed even on the occurrence of tamper with one phase current missing while dismantling and reconnecting the meter on 06-06-2022. Therefore, the demand of short collection amounting to Rs.2,78,044. 00 under final order is unwarranted and illegal. There is no element of the provisions under Regulation 152 of Supply Code, in this instant case. Therefore reliance of the license with Regulation 152 of Supply Code to issue final order is unwarranted and illegal.

The judgment of the Hon Supreme Court of India in Prem Cortex V/S Uttar Haryana Bijli Vitran Nigam Limited CA No. 7235 of 2009 has no relevance in this case. The matter of dispute raised in the bill by the petitioner was that the bill issued by the licensee is hit by limitation under regulation 56 (2) of the Act. The Hon Court held that the limitation starts only after the bill is issued and hence the decision. This judgment gives no blanket entitlement to the licensee to levy amount at its will. On the grounds also the demand under dispute herein is illegal. It is respectfully submitted that, licensee cannot issue this sort of short assessment orders and bills under Regulation 134 (1) of Supply Code since it is not authorized for that. The intent of the regulation is different. The heading of this Regulation clearly establishes the intent of this regulation. It is for under charged bills and over charged bills but not for issuing bills on the plea that consumed energy escaped billing on the pleaded reason by the licensee that of installing an incorrect meter and supplying electricity as in this case. Further, this Regulation is for dealing the bills already issued with under charging or over charging. The specific word "bill" is used under this regulation. Even though, bill is not defined under the Act or under Supply Code, bill date and billing cycle are defined under regulation 2 (18) &(19) of Supply Code. Moreover, under Regulation 123 of Supply Code, information to be provided in the bill is well explained. From these regulations it is very clear what a bill is. Moreover, it is clear that, here bill is issued by the licensee for the energy sold to the consumer containing the details under Regulation 123, which is issued on a particular bill date for the energy consumed for the particular billing period.

In a similar case Hon: High Court of Kerala in WA No. 114 of 2013 has ordered as extracted here under.

*Insofar as Clause 24(5) of the Supply Code is concerned, that provision states that if the licensee establishes that it has undercharged the consumer either by review of the bill or otherwise, the licensee may recover the amount undercharged from the consumer. It is true as contended by the learned counsel for the appellant this provision does not specify any limitation on the*

*period up to which the recovery is permitted. However this provision also may not have much relevance insofar as this case concerned because this provision takes in only a case where the licensee has undercharged the consumer which means that the meter has recorded the actual consumption, but the licensee has not realised its charges accurately. Therefore, none of the aforesaid three provisions pointed out by both the sides specifically deal with a situation where the meter is inaccurately recording the energy consumed on account of a wrong connection given to the meter. Here the Hon: court has unequivocally stated that, "this provision takes in only a case where the licensee has undercharged the consumer which means that the meter has recorded the actual consumption, but the licensee has not realised its charges accurately".* Thereby this is a settled position under law on the matter. Here in this instant case, the case of the licensee is that due installation of incorrect meter; the meter recorded 35.61% less consumption. Thereby also, the short assessment demand issued under Regulation 134(1) of supply Code does not come to the rescue of the licensee. Therefore there is no valid reason or entitlement under law to issue short assessment order and demand.

On the grounds above and which are to be urged during the hearing this Hon: Electricity Ombudsman may award such remedies reliefs prayed in. The order of the CGRF has been received on 15-03-2024 and no delay has been caused in filing this appeal.

## **Arguments of the Respondent**

An inspection was conducted by the Anti Power Theft Squad, Thiruvananthapuram along with the officials of Electrical Section, Cantonment on 06.07.2024 and a site mahazar was prepared. During the inspection, it was found that one of the CT was out of the measuring circuit, short which lead to the short measurement of consumed units. Therefore a assessment bill, with detailed calculation for an amount of Rs.2,78,044/- Rupees Two Lakh Seventy Eight Thousand and Forty Four only) was issued on 12.07.2024. Against this provisional assessment, an objection was filed by Mr. Vinod S on 23.07.2024. A detailed hearing was conducted by the Assistant Engineer, Electrical Section, Cantonment on 09.08.2024 and final short assessment bill was issued on 18.09.2024 for an amount of Rs. 2,78,044/-.(Rupees Two Lakh Seventy Eight Thousand and Forty Four only) Aggrieved by the above, the Complainant filed a petition before the Honourable Consumer Grievance Redressal Forum vide OP No. 63/2024 in which the Honourable Consumer Grievance Redressal Forum on 07.03.2025 Ordered as follows:

1. *The Petitioner is liable to remit the Short Assessment Bill.*
2. *The licensee is directed to allow suitable installments for making the payment of the bill if the petitioner desires so.*
3. *No Order as to cost.*

Aggrieved by the above said Order, the complainant filed this appeal petition before the Honourable State Electricity Ombudsman. The para wise statement is as follows:

- 1) The said consumer is having a three phase connection with a connected load of 20240W in LT 4A tariff. The energy meter provided at this premises is a CT operated one where the CT provided is of ratio 100/5 A.
- 2) On 06.07.2024 an inspection was conducted at the premises by the APTS wing along with the section squad and found that there was an error in the CT connection. The current to the load side is not routed through the Current Transformer which is used to measure the energy consumed. No where in the site mahazar is mentioned that the meter connected at the premises is incorrect.
- 3) As per section 152 of Kerala Electricity supply Code, Anomalies attributable to the licensee which are detected at the premises of the consumer.-

*(1) 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.*

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

*(3) The amount of electricity charges short collected for the entire period during which such anomalies persisted, may be realised by the licensee without any interest: Provided that, if the period of such short collection due to the anomalies is not known or cannot be reliably assessed, the period of assessment of such short collection of electricity charges shall be limited to twelve months.*

Hence, as per Regulation 152 of the Kerala Electricity supply Code, 2014 the licensee has the right to issue short assessment bill through which the balance amount of actual energy charges which was consumed by the consumer can be collected. It may please be noted that the consumer has not been penalised but was charged for the actual energy consumed by the consumer.

- 4) It can be learned that on 01.06.2022, as per the request of the consumer, a service for changing the meter box, due to ageing, has been initiated. Accordingly the work for changing the meter box has been carried out and the same meter and metering equipment has been reinstalled. Other than the above said no tampering of the meter as pointed by the appellant in para.6 has been done by the licensee. Also in para.6 metering regulation under Part III (3) of schedule to regulation 16 anti tampering features, sub regulation (d) is highlighted and is as follows:

*"(d) in case of three phase three wire meter even if reference y is removed the meter shall continue to work. In case of three phase four wire system the meter shall keep working even in the presence of any two wires i.e., even in the absence of neutral and any one phase or any two phases.*  
"

Here, this clause is highlighted to mislead. Technically, energy meter works by continuously measuring the voltage and current to determine the energy used. So in a three phase circuit, an energy meter will not measure if any one of this component is absent. But this won't happen in a direct current measurement meter. But in the case of a CT operated meter, the load is connected directly to the supply mains and the quantum of energy consumed is measured with the help of Current Transformer (CT). Even if there is a fault in this measuring circuit it won't affect the connected load but will only affect the measurement part, as in this case. Clause (d) has to be interpreted in such a way that the energy through the meter shall reach the load side and the supply to the consumer must not be interrupted even in the absence of one phase. To be more precise, in a three phase four wire system which we normally used in the distribution systems, there are chances were one or two phase can fail due to one or other reasons. So, a three phase consumer must be able to use the available single phase through a measured circuit

To conclude, the short assessment was done for the period from 01.06.2022 to 01.07.2024. This period was taken for short assessment calculation because renewal of metering panel at the consumer premises was done on 01.06.2022 as work deposit O&M, which can be verified from service details in profile. The only possibility for change in connection of CT can occur only during this time. Hence the starting period of short assessment was taken as 01.06.2022. This can also be ascertain by examining, where total consumption for the month of 04/2022 3200 units, 05/2022-4080 units, 06/2022 - 4120 units, 07/2022~ 2720 units, 08/2022 - 2440 units, 09/2022 - 2300 units and so on till 07/2024, when the inspection was conducted. The consumption recorded for the month of 08/2024 is 4560 units. From this itself it can be concluded that the meter was measuring less than the actual during the period from 01.06.2022 to 01.07.2024. It may please be noted that the consumer has never been penalised. By issuing this short assessment bill, KSEBL was trying to collect the amount for which the consumer is liable for. Here the consumer is trying to mislead highlighting clause (d) of the above detailed regulation. By this regulation it is meant that the meter must be capable of recording energy consumed in the absence of reference Voltage. Here in the instant case the missing component was not VOLTAGE, but the missing component was CURRENT. It may please be noted that energy meter is meant to measure the current flowing through a circuit with a reference voltage. So even if the voltage is present the meter wont measure without a current flowing through.

On going through all these facts detailed above it can clearly be concluded that the consumer is trying evade by making fallacious arguments. The short assessment bill issued is correct and as per the rules and regulations in force. The shortfall resulted from a technical issue in the CT

connection, which directly caused under-recording of energy consumption and the same can be collected as per regulations. Having considering all the above facts, the Honorable State Electricity Ombudsman may kindly be pleased to dispose the complaint in favor of KSE Board Ltd.

## **Counter argument of the Appellant**

Regulation 152 of Kerala Electricity Supply Code, 2014(Supply Code hereafter for brevity) never mandates the licensee to make an assessment of electricity charges which is under challenge in the appeal for the reasons alleged by the respondent in the assessment order or in the statement of facts. The Grounds under which assessment is mandated under Regulation 152 of Supply Code to the Distribution Licensee (Licensee hereafter for brevity) is well stated under sub-Regulation (1) of Regulation 152. The alleged event never includes one among it. Therefore, an assessment under Regulation 152 of Supply Code is not at all applicable in this instant case. This is a specific case of connecting a premises meter incorrect, which is specific violation of Section 55 (1) Electricity Act, 2003 (The Act here after for brevity) by the Distribution licensee. For that violation of law, no remedy is proposed or available to the Distribution licensee either in the Act or Regulations. Hence the Licensee cannot and shall not issue a short assessment bill which is challenged under the appeal. No unauthorised use of electricity is alleged under Section 126 of the Act, no such procedures were initiated by the assessing officer in this case and hence Regulation 155 of Supply Code is not at all applicable and no procedure accordingly On the grounds the averments of the respondent in the statement of facts under para 5 is totally rejected and denied.

There is an unconditional acceptance from the respondent Distribution Licensee that the meter with was connected correctly at the premises was disconnected and dismantled for changing the meter box and it was reconnected incorrect and hence one phase current did not reach metering unit. The meter records this event as an outage of electricity in the meter and then missing of one phase current thereafter as a tamper since same meter is dismantled and reconnected. Then automatically the anti- tampering mechanism in the meter is activated and energy consumed is computed based on the maximum current previously occurred in the missing phase from the data which is stored in the meter. This is how anti tampering mechanism works in an electronic meter. Even if the consumer has done this covertly for thieving energy, this would have been the effect. The metering regulations under part III (3) of schedule to Regulation 16 Anti tampering features, the anti-tampering features of consumer meter are detailed and the sub regulation applicable in this case is sub regulation (d), that, *In the case of 3 phase, 3 wire meter even if reference Y phase is removed, the meter shall continue to work. In the case of 3 phase, 4 wire system, the meter shall keep working even in the presence of any two wires i.e., even in the absence of neutral and any one phase or any two phases*, and is applicable in this case also even if it is not a whole current meter. There no difference in computing energy in a whole current meter and CT meter except that in a CT meter proportionate current in accordance with the CT ratio is passed to the meter and the actual consumption is arrived at multiplying the consumption



recoded in the meter with the factor of CT ratio. Clause (d) above can never but interpreted otherwise as averred by the respondent. On the grounds the averments of the respondent under para (6) of the statement of facts are not accepted and hence rejected.

Since the respondent has not made any comment on para 7, 8, 9 and 10 of the appeal and there is no specific statement in the statement of facts that the averments in the appeal "which are not specifically addressed to herein are treated as rejected: it is to be presumed that, the respondent has accepted the averments under those paragraphs in the appeal. Hence this appellant also has no further comments on it to submit.

This appellant has never tried to mislead the Hon: Electricity Ombudsman in this case. This appellant has signed appeal under oath and hence never tried to mislead the Hon: Electricity Ombudsman. It is submitted that, questioning the honesty of this appellant by the respondent is a very saddening matter. The very pertinent matter in this case is, the respondent has not produced the dump of the meter (the down load data from the meter) from which it could have been understood for how much time the meter was out of service (totally in outage of voltage and current) and from which moment one phase current was missing. Why the respondent didn't do that, since it is the standard operation procedure in these types of incidents. These appellants reasonably suspect that, the respondent has something to hide and this respondent with this statement of facts has approached this Hon: Forum not with clean hands. On the grounds the averments in the statement of facts are totally rejected.

This Hon: Forum may find the averments in the appeal and which are stated additionally above are true to the facts on ground and statute and award such reliefs and remedies prayed in the appeal and to set aside the order of the Consumer Grievance Redressal Forum (South) in the matter of this appellants Grievance.

## **Analysis and findings**

The hearing of the case was conducted on 20/06/2025 at 10:30 a.m. in the KSEB IB, Paruthippara, Thiruvananthapuram(Dist.). The hearing was attended by the appellant representative Shri. Ananda Kuttan Nair and the respondent Sri. Rajesh.R, Assistant Executive Engineer, Electrical Sub Division, Puthanchantha and Assistant Engineer,ES, Cantonment, Thiruvananthapuram (DT).

The appellant is the owner of a bake house named "Ambrosia - The Classic Bake House" in the Krishna Commercial Complex at Bakery Junction. He had availed an LT three phase connection on 10/09/1996 at industrial tariff LT 4A with a connected load of 20.24KW having Consumer No. 1145064006082. The appellant has requested for changing the meter box due to the ageing. The metering cubicle also has been changed. The meter box has been

changed on 01/06/2022 along with CTs. The metering of the consumption was done through CT connected meter and the ratio of CT is 100/5.

The Anti power theft Squad Thiruvananthapuram unit of the Licensee along with officials of the Section conducted an inspection on 06/07/2024. Then they found that the CT of R phase is connected in such a way that the primary of CT is not coming in the circuit. CT of R phase is inserted at one end of the Busbar where the current is not at all flowing and hence this is not coming under the circuit. The current measured by the meter for R-phase is seen to be zero while other phases recorded the current flow. They have connected the standard reference meter and found that the consumer meter was recording 35.61% less than the actual consumption.

The inspection was conducted in presence of representative of the consumer and a site mahazer is prepared and copy of the mahazer issued to the representative. The energy meter of the consumer was recording the consumption in accurately and then regulation applicable to this case in Regulation 152 of Kerala State Electricity Supply Code 2014.

**152. *Anomalies attributable to the licensee which are detected at the premises of the consumer.-***

*(1) 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.*

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

*(3) The amount of electricity charges short collected for the entire period during which such anomalies persisted, may be realised by the licensee without any interest: Provided that, if the period of such short collection due to the anomalies is not known or cannot be reliably assessed, the period of assessment of such short collection of electricity charges shall be limited to twelve months: 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 realisation 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 twenty four months.*

*(4) The consumer may be given installment facility by the licensee for a maximum period of twelve months without interest for the remittance of such amount of short collection.*

The short assessment has been calculated for period 26 months from 01/06/2022 to 06/07/2024. The date of 01/06/2022 has been considered as the starting date by which meter and CT units were replaced. The metering cubicle along with CT, bus bar and its connections were executed by the consumer in presence of the officials of the Licensee. Here a major lapse had

happened from the official who was assigned for supervising the work and to ensure that the connection has been done properly. However the Licensee is empowered to recover the short assessment amount as per the regulation 152 of Supply Code. The above regulation also states that charges short collected shall be limited to 24 months as the period of anomaly is reliably assessed and it is beyond 24 months.

Then on analyzing the consumption pattern, it is noticed that the consumption recorded was less after 01/06/2022 and increased after 07/2024.

	Date	Unit
Consumption before 01/06/2022	04/2022	3200
	05/2022	4800
	06/2022	4120
Consumption after 01/06/2022	07/2022	2720
	08/2022	2440
	09/2022	2300
Consumption after 07/2024	08/2024	4560

On considering the above readings also, the meter was recording around 38% less than that of previous readings as well as the readings obtained after rectifying the wrong connection. Then the appellant has raised a point quoting Regulation of Central Electricity Authority (Installation and Operation of meters Regulations 2006 and 2019) The meters should have anti tampering features.

- (a) The meter shall not get damaged or rendered non functional even if any phase and neutral are interchanged.*
- (b) The meter shall register energy even when the return path of the load current is not terminated back at the meter and in such a case the circuit shall be completed through the earth. In case of metallic bodies, the earth terminal shall be brought out and provided on the outside of the case.*
- (c) The meter shall work correctly irrespective of the phase sequence of supply( only for poly phase)*
- (d) In the case of 3 phase, 3 wire meters even if reference Y phase is removed, the meter shall continue to work. In the case of 3 phase, 4 wire system, the meter shall keep working even in the presence of any two wires i.e, even in the absence of neutral and any one phase or any two phases.*

This regulation states that in case a phase is wrongly connected or not connected, the meter should work. The reading may not be accurate. This regulation has been introduced mainly to assess the short assessment by referring the reading obtained during such anomalies. When the connection is wrongly done, the meter should not be dead. Then also appellant argued that meter has an inbuilt mechanism to correct the reading based on the previous readings if one of the phase is not connected. This is not technically justifiable and hence rejected.

## **Decision**

On verifying the documents submitted and hearing both the petitioner and respondent and also from the analysis as mentioned above, the following decision are hereby taken.

1. The Licensee has to revise the short assessment bill for calculating the short assessment for 24 months only up to the date of inspection.
2. The appellant is liable to pay the bill prepared as per the decision (1)
3. The Licensee should not charge interest or Surcharge for this amount.
4. The Licensee shall grant installment facility at least for 12 months without interest for remittance of the payment.
5. No Other Costs ordered.

## **ELECTRICITY OMBUDSMAN**

No. P/029/2025/\_\_\_\_\_ dated: 03/07/2025.

### **Delivered to:**

1. Sri.Vinod.S.Panicker, Ambrosia - The Classic Bake House, Krishna Commercial Complex, Bakery Jn, Thiruvananthapuram(dt)-695014
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd., Puthenchantha, Thiruvananthapuram (DT)

### **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, 2<sup>nd</sup> Floor Vydhyuthi Bhavanam, KSE Board, Kottarakkara - 691506.

