

THE STATE ELECTRICITY OMBUDSMAN
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APPEAL PETITION No. P/056/2014

(Present: Sri. V.V. Sathyarajan)

Dated: 16th April 2015

Appellant : Sri Sahadevan
Ushus,
Karingannur,
Kollam-691 516

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Limited,
Veliyam,
Kollam District

ORDER

Background of the Case

The appellant is having an agricultural connection with consumer No. 3109 under Electrical Section, Oyoor. It is alleged that on 16-12-2013, meter reader and an electrician broke open the door of the pump house and thereafter issued a bill for 1510 units. It is also alleged that 30 kilograms of scrap rubber was seen stolen and the appellant suffered a loss of Rs. 50,000/-. A police case was registered on the above matter. The appellant approached the CGRF seeking compensation for Rs. 50,000/- towards the total loss. The Forum dismissed the complaint. Aggrieved against the said order, this appeal petition was filed.

Appellant's arguments

The appellant has been an agricultural consumer from 1987 onwards. In the year 1987 he installed a pump set having capacity of 1.5 HP. When the appellant was undergoing treatment, on 16-12-2013 one meter reader and an electrician broke open the door of the pump house and adjusted the reading of the meter. Subsequently a bill for 1510 units was issued. They also committed theft of about 30 kilograms of rubber scrap from the premises. The appellant suffered a loss of Rs. 50,000/- and hence filed a complaint before the Sub Inspector of Police, Pooyappally. He also filed a complaint before the CGRF seeking legal action against the staff of the KSEB Limited and claiming compensation of Rs. 50,000/- from the KSEB. The Forum did not give ample opportunity to the appellant to adduce evidence on his part.

Respondent's arguments

The respondent stated that the service connection with the consumer No. 3109 under Electrical Section, Oyoor was issued in favour of Sri S. Sahadevan, Ushus, Karingannur, Kollam for agricultural purpose. Usually the premises is seen 'open' when the meter reader takes the reading and prepares the bill in order to keep it in the premises itself. When the meter reader reached the premises on 16-12-2013, the premises was not locked. The reading was taken and the spot bill was placed at the premises itself. The meter installed in the premises was working properly. The allegations raised by the appellant were baseless.

Analysis and findings

Hearing was conducted on 24-02-2015 in my chamber at Edappally, Kochi. The appellant himself appeared for the hearing and Sri P.Y. Philip, Assistant Executive Engineer, Electrical Sub Division, Veliyam represented the respondent. Considering the arguments raised by the parties and perusing the appeal petition, statement of facts and other documents produced in support of the arguments, this Authority comes to the following conclusions.

It appears that the main grievance of the appellant is pertaining to the theft alleged to have been committed in his premises on 16-12-2013. It seems that he is more serious about the alleged theft than the alleged false readings taken on the day. The allegation of false readings was also raised along with

the allegation of theft. This Authority is of the view that the appellant was not able to show that the readings taken on the day was false. There is nothing in evidence to show that his meter was adjusted on that particular day by the meter reader with the assistance of an electrician. There was nothing in record to show that the KSEB officials had enmity towards the appellant. On the other hand on perusing the documents a suspicion arises that the board officials and the appellant are in connivance. The particulars of the meter reading register of consumer No. 3109 are shown in the statement of facts and the same are extracted below:

Bill date	Meter status	IR	FR	Units	
13-08-2008 to 06-02-2010	Working	3402	3402	0	
07-04-2010	Working	3402	3408	6	
07-06-2010 to 04-07-2013	Working	3408	3408	0	
01-08-2013	Working	3408	3808	400	
02-09-2013	Working	3808	4270	462	
01-10-2013	Door Lock	4270	4270	427	(Average units)
16-12-2013	Working	4270	5780	1083	
14-02-2014	Working	5780	5796	16	

It seems that the meter readings shown thereat are false. Units of consumption differed from '0' to '1083'. It is surprising to note that the appellant has not raised any allegation against the said readings. It is presumed that the officials of the board fail to do their duty promptly and they have not taken effective measures to take reading regularly and to issue promptly and timely bills to the appellant.

The reading taken on 02-09-2013 is 4,270 and the next reading is taken on 16-12-2013 is 5780. So the actual consumption from 02-09-2013 to 16-12-2013 is 1510. The connected load in the premises is 1.50 HP motor. In the absence of any allegation of theft or pilferage of electricity against the appellant, there is no possibility of consuming 1510 units of energy within the short span of time. So the reading taken on 16-12-2013 seems to be incorrect. It is pertinent to note that the respondent has not conducted any checking of the meter. Hence the Licensee is hereby directed to check the meter and issue revised bill taking into consideration of actual consumption of the appellant.

Decision

In view of the above discussion, it can be seen that the respondent failed to take readings timely and to issue invoice which is the reason for the dispute. The respondent is directed to issue revised bill after ascertaining the

accuracy of the meter and after conducting a thorough verification of the appellant's premises and genuineness of usage of supply. The appeal petition is allowed to that extent. No order as to costs.

ELECTRICITY OMBUDSMAN

No.P/056/2014/ /Dated:

Forwarded to:

1. Smt. Sahadevan, Ushus, Karingannur, Kollam - 691 516
2. The Assistant Executive Engineer, Electrical Sub Division, KSEBoard Ltd, Veliyam, Kollam District.

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthibhavanam, Pattom, Thiruvananthapuram.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydhyuthibhavanam, KSE Board Ltd, Kottarakkara - 691 506