

THE STATE ELECTRICITY OMBUDSMAN

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Appeal Petition No. P/035/2026 (Present A. Chandrakumaran Nair) Dated: 24-08-2026

Appellant : Smt. Ambika Mohan Nair
Gokulam, Kundukattil House,
Parappoor P.O., Near Govt.
Lower Primary School,
Mullur, Thrissur (dt)- 680552

Respondent : The Assistant Executive Engineer,
Electrical Sub Division, KSE Board Ltd,
Muthuvara, Thrissur (dt)

ORDER

Background of the case

The appellant Smt. Ambika Mohan Nair is an Agriculture Consumer of the Licensee, KSEB, with Consumer No. 1156863018587 under the tariff LT 5A. The connection was availed from the Electrical Section, Parappur on 20/12/2021. The current charges of this connections is made by the Tholur, Krishi Bhavan on 09/2022 onwards. The appellant had made a payment of Rs. 1343/- towards the current charges of this connection by mistake through the Bharath Bill payment system. The appellant had requested the licensee to refund this amount which is supposed to be paid by the Krishi Bhavan. The licensee had claimed the current charges of this consumer from the Krishi Bhavan excluding this payment of Rs. 1343/-. The licensee has stated that there is no provision in the system to refund this payment. The appellant had filed the petition to CGRF vide petition no. OP/118/25-26 and the order was issued by CGRF on 06/05/2026. This petition is filed as appeal to the order of CGRF.

Arguments of the Appellant

The complainant sought refund of Rs. 1,343 accepted through the KSEB online billing system towards LT-5A Agricultural Consumer No. 1156863018587 under Electrical Section, Parappur. The payment was accepted by the online billing system in respect of an exempted agricultural

connection covered under the free electricity scheme. The consumer's entitlement to refund was acknowledged at the IGRC stage and has not been disputed thereafter. The records produced by KSEBL indicate that the matter was escalated to higher authorities, including CE(IT), for implementation of the refund through the Orumanet system. However, despite internal correspondence and follow-up regarding the issue, no effective mechanism has been provided for effecting the refund. Despite the lapse of nearly two years, the amount remains unrecovered.

To direct KSEBL to refund Rs.1,343/- paid towards LT-5A Agricultural Consumer No. 1156863018587. The complainant submits that the remedy suggested in the CGRF order has not resulted in effective resolution. Pursuant to the CGRF order, the complainant approached Tholur Krishi Bhavan; however, the Agricultural Officer, by communication dated 23.05.2026, has officially stated that Krishi Bhavan is not in a position to refund the amount as the payment was made at the KSEB end and the agricultural subsidy mechanism operates through separate DBT/government settlement procedures. Despite acknowledged entitlement and nearly two years from the date of payment, the amount remains unrecovered. The complainant therefore seeks appropriate directions for effecting the refund together with such other relief as may be deemed fit.

Arguments of the Respondent

The petitioner is a LT-5A Agriculture consumer with Consumer Number 1156863018587 under Electrical section, Parappur. The registered consumer is Ambika Mohan Nair and the date of connection is 20.12.2021. This Agricultural connection is included in the list of consumers whose payment is from Tholur krishibhavan from 09.2022 onwards. The petitioner intimated Parappur section office that she had paid an amount of Rs.1343/- on 26.07.24 mistakenly through Bharath Bill Payment System (BBPS) to this consumer number and requested to refund the amount paid. Since refund of online payment in Orumanet software is not possible from section or Sub division offices, the complaint was referred to Circle level Internal Grievance Redressal Committee (IGRC). The circle level IGRC was conducted on 09.08.2024 and the Deputy Chief Engineer assessed that, the petitioner who had mistakenly paid online on the Agricultural consumer number is entitled to get refund. However, since the facility is not available in the Orumanet software, a letter has been sent to Orumanet support team for making such a facility. Along with that, another letter has been sent to CE (IT,CR, CAPS) to update the software in a way that prevents consumers from making online payments to the number included in the free agriculture scheme through Krishibhavan.

As per the request of The Deputy Chief Engineer, the Orumanet software is updated and now it is not possible for online payment of exempted agricultural connections. When a payment is made to an exempted agriculture connection, the Orumanet software accounts the amount in a complicated manner. Surcharge bills if any will be accounted first and then current charge bills adjusted in old bill first manner. After adjusting the

amount paid, surcharge for each delayed bill is generated separately. It is not possible to cancel this surcharge bills as it will affect all the accounts generated earlier and may collapse the whole data. Orumanet support team was not able to make refund or adjustments and they have intimated that there is no provision for refund in case of BBPS payments.

It is clearly stated in the terms and conditions of online payment platforms that it is the sole responsibility of the customer to ensure the correctness of payment details before entering the UPI PIN. KSEB is not responsible for the mistake made by the petitioner. The petitioner has made the payment through Bharath Bill Payment System (BBPS) which is a single point platform managed by National Payments Corporation of India (NPCI). Since the payments can only be initiated from the registered consumer operating applications like Google pay, Phone pay, banks etc., the petitioner if they want to cancel the transaction, can submit their request in the platform they made payment within 21 days.

Payment of agricultural consumers by Krishibhavan is a complicated process. The senior superintend of the section office prepare a demand letter showing amount of current charges against each consumer exempted from payment on a monthly basis and submits it to the respective agricultural office. Agricultural officer examine the correctness of demand and submit it to District Agricultural Office for payment. Payments may delay from six months to years. If a consumer mistakenly paid a current bill, that amount will not come in the list prepared by the senior superintend and the demand given to krishibhavan will be excluding this amount. So, in this case, since the petitioner had paid the current charge, that amount was not requested from Krishibhavan and it is not possible to include the amount of a previous bill in a new demand.

Consumer approached Honrable CGRF (CR) and the Forum in its order No. CGRF-CR/OP No. 118/2025-26/ dated 06.05.2026 directed the respondent to issue a certificate of payment to the consumer so that he can approach krishibhavan for refund. Since the Krishibhavan has remitted the arrears of the period in complaint excluding this amount, KSEB is not in a position to get the amount from om Krishibhavan.

The root cause of the petition is the negligence on the part of the petitioner's son while making online payment. He himself entered wrong consumer number in the payment app carelessly and made payment. It was the sole responsibility of the petitioner to check the details before making payment. Even though the error was on the part of petitioner, KSEB had tried every possible options. Since the Agriculture department has paid the arrears of the said period, now it is not possible to refund from KSEB side. Consumer has paid the charges for their own use. KSEB has supplied electricity and is eligible for the payment. The party benefited from the petitioner's negligence is Agricultural department and not KSEB.

It is respectfully submitted that there is no merits in any of the allegations raised in the petition and the complaint is liable to be dismissed as such.

Analysis and findings

The hearing of the appeal petition was conducted on 06/18/2026 at 11:00am in the office of the State Electricity Ombudsman, DH Road & Foreshore Road Junction, near Gandhi Square, Ernakulam south. The hearing was attended by the respondent Sri. Pradeep M. V., Asst. Executive Engineer, Electrical Sub Division, KSE Board Ltd., Muthuvara, Thrissur (dt) and the appellant was absent. The appellant was given time upto 18/08/2026 to submit any further details in person or in writing. The appellant's nominee had sent an e-mail stating that he is not in a position to attend in person and nothing to add further about the petition.

The appellant had availed an Agricultural connection on 20/12/2021 and was included in the subsidy of current charges scheme of the Krishi Bhavan, Tholur. The Krishi Bhavan was making the payment since 09/2022 onwards. The tariff applicable was LT 5A. The section office of Licensee used to prepare the consolidated statements bimonthly of all the farmers those who are approved by the Krishi Bhavan for the free power scheme, to the Krishi Bhavan to make the payment. Krishi Bhavan makes the payment on availability of fund from the Government.

The appellant had made the payment of Rs. 1343/- through the online mode of Bharath Bill payment system by mistake. This amount was for a period from 01/23 to 07/24. The payment made by the appellant by mistake for the consumer number which belongs to the Agricultural Connection. The system had been accounted accordingly. The Krishi Bhavan had made for their payment excluding this amount. Now these payments are made by the Karshika Samithies formed by the Krishi Bhavan.

Now there is no payment outstanding from the Tholur Krishi Bhavan. There is no provision in the licensee's system to refund the energy charges already paid and accounted. As the Krishi Bhavan had made the payment excluding this amount there is no case of double payment received by the licensee for these period.

The CGRF had ordered to issue a letter from the section office to the appellant for getting the reimbursement from the Krishi Bhavan. The licensee had issued the letter for claiming the payment. The Krishi Bhavan had intimated that there is no provision to Krishi Bhavan to refund the payment which is already made by the consumer. The Krishi Bhavan could make the payment only to the licensee on getting the demand. This payment for the free electricity for the farmers are made to the licensee by the Samithies through bank transfer. Here in this case the appellant had made the mistake by the payment to the consumer number which was the Agricultural Connection.

Further it is very pertinent to note that the connection is in the name of the appellant, the payment for this connection is made by the Krishi Bhavan through the Karshika Samithies on behalf of the consumer. The licensee had received the payment made by the consumer and accounted accordingly.

There is no system for the licensee to refund the payment as well as the Krishi Bhavan. The appellant would have taken utmost care while making the payment.

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. I hereby agree with the decision taken by CGRF and the petition is disposed accordingly.
2. No other costs ordered.

ELECTRICITY OMBUDSMAN

No. P/035/2026/ dated: 24-08-2026 .

Delivered to:

1. Smt. Ambika Mohan Nair, Gokulam, Kundukattil House, Parappoor P.O., Near Govt. Lower Primary School, Mullur, Thrissur (dt)- 680552
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Ltd, Muthuvara, Thrissur (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, 220 kV Substation Compound, HMT Colony P.O., Kalamassery, Pin- 683503.