

**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. Sri. Sanjeev Koshi, Executive Engineer, Member II
3. Sri.C.K. Harikumar, Advocate, Member III

Saturday 30th September,2023

OP No.30/2023

Between

Petitioner: Sri.T.G George
MRA-13, Mannadi Lane
Ambalamukku
Thiruvananthapuram.

And

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

(2) The Assistant Engineer, Electrical Section, Peroorkada

ORDER

1. Grievance of the petitioner

The petitioner is a three phase domestic consumer number 1145086005888 under Electrical Section Peroorkada having a registered connected load of 6120 watts. The petitioner is aggrieved by the demand issued by the licensee amounting to Rs.2731 towards fee for testing the ongrid net meter in his service connection premises. The licensee had demanded Rs.2731/- for testing the net meter at an NABL accredited Testing Laboratory at TMR Division, Thirumala the amount was remitted by the petitioner on 05.11.2022. The test result showed that the error was within permissible limit and the meter was working in good condition. So he prays the Forum to reimburse the testing fee.

2. Version of the respondent

The petitioner is a LT I (A) three phase consumer at Electrical Section, Peroorkada with Consumer No.1145086005888. The petitioner availed

Service connection on 15,12,1986 with a registered connected load of 6120 watts. A Grid connected solar meter was installed in his service connection premises on 13.09.2021. The petitioner has remitted Rs.2731/- towards testing fee due to mismatch in the IMPORT reading in the Net meter. After testing the meter at TMR Division, Thirumala, it was observed that the errors at various load conditions are within the permissible limit. So the meter was reinstalled at the premises of the petitioner. But the petitioner demanded the testing fee. As per existing rules there is no provision to refund the testing fee. Hence the respondent prays the Forum to dismiss the petition.

3. Analysis and Findings

The hearing of the case was conducted on 17.08.2023. The petitioner was absent. The respondent was present and the Forum heard the matter in detail. On going through the petition and other documents in the file the Forum views that the case is with regard to refund of testing fee remitted by the petitioner. The Forum viewed that Sub Regulation (4) of the Regulation 115, Kerala Electricity Supply Code 2014, clearly stipulates that, in the case of testing the meter on the request of the consumer, he shall have to pay the testing fee and the testing fee shall be refunded to the consumer by the licensee, If the meter is found to be damaged or defective due to the technical reasons attributable to the licensee in this instant case, the meter is in good working condition and the errors at various load conditions are within the permissible limites per the meter testing report from TMR Division, Thirumala and the meter was reinstalled at the premises of the petitioner. Hence in the present case, the Forum viewed that there is no regulatory provisions to returned the testing fee demanded by the petitioner.

During the course of hearing the respondent informed that the petitioner has withdrawn the complaint and now there is no grievance at present. Later the petitioner also informed the Forum through e-mail communication dated 19.07.23 that he is not interested in proceeding further with the complaint lodged by him and treated as disposed

Decision

Considering the facts and circumstances of the case mentioned above, the Forum ordered as follows:-

1. Since the case has been settled and grievance of the petitioner has been redressed, the Forum does not want to go into the merits of case. Hence it is decided to close the petition and disposed the case accordingly.

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/-
M. SABU
ADVOCATE
MEMBER III

Sd/-
PRADEEP
EXECUTIVE ENGINEER
MEMBER II

Sd/-
LAILA.N.G
DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded

Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.30/2023/221

Dated :13/10/2023

Delivered to:

- 1.Sri.T.G George, MRA-13, Mannadi Lane, Ambalamukku Thiruvananthapuram.
2. The Assistant Executive Engineer, Electrical Sub Division, Vellayambalam
3. The Assistant Engineer, Electrical Section, Peroorkada

Copy to:

- 1.The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.
- 2.The Executive Engineer, Electrical Division, Thiruvananthapuram.