

**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

Thursday,16th November ,2023

OP No.36/2023

Between

Petitioner: Sri. Viswambharan,
Viswa Vihar,
UPS Junction, Edamon.P.O.,
Punalur Kollam (Dist.)

And

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

(2) The Assistant Engineer
Electrical Section, Thenmala.

1. Grievance of the petitioner

The petitioner is a domestic consumer under Electrical Section Thenmala bearing Consumer 1145941003776. The petitioner is aggrieved by exorbitant bill amounting to Rs.3815/- and the said bill showed a surcharge of an amount of Rs.2437/- is not understood. However the petitioner contended that he is a timely bill paying consumer and the surcharge is absolutely erroneous. He also alleged that interest on security deposit is not deducted in the bill amount. Hence the petitioner prays the Forum to pass the orders to withdraw the surcharge and provide him compensation from the licensee.

2. Version of the Respondent

The Service Connection bearing Consumer number 1145941003776 registered in the name of Sri.Viswambharan, Viswa Vihar, UPS Junction Edamon, Punalur having Connected Load 3000 watts. The petitioner was served by a penal bill by the licensee on the ground of unauthorized extension on 20/11/2015. Challenging the issuance of bill, the petitioner filed a complaint before the Consumer Disputes Redressal Commission, Kollam and

the same was dismissed on 19/07/21 Following that the petitioner approach the Kerala State Consumer Disputes Redressal Commission, Thiruvananthapuram. The Honorable commission disposed the appeal by directing the appellant to pay the bill amount demanded. In the meantime the petitioner submitted a cheque of Rs.9410/- before the respondent in compliance of the order of the State Commission and the same was accepted against penal bill and the surcharge of Rs.2437/- remain unpaid. Hence the amount of Rs.2437/- shown in his bi-monthly bill as surcharge is that the accrued interest of the penal bill issued during 2015.The matter was taken up with the secretary,KSEB, Vydyuthi Bhavanam Thiruvananthapuram and the decision is still on pending.

3. Analysis and Findings

The hearing was conducted on 14/09/2023.The petitioner and the respondent were present and heard the matter in detail.

On analyzing the petitioner the Forum viewed that the surcharge of Rs.2437/- for the belated payment of penal bill given by the Section Squad for unauthorized extension. As per orumanet software an amount of Rs.3815/- was payable by the consumer and the consumer paid Rs.1378/- on 05/06/23, If a consumer makes part payment towards his arrears, the paid amount will be adjusted against surcharge. Hence the amount of Rs.1378/- paid by consumer on 05/06/2023 was fully adjusted against surcharge. Also the interest on Security deposit of Rs.153/- was adjusted against surcharge on 09/05/2023. Hence the consumer has to pay Rs.2284/- as balance amount.

Furthermore, the Assistant Executive Engineer,Punalur has submitted a letter from Legal Adviser & Disciplinary Enquiry Officer & Vydyuthi Bhavanam, Pattom, Thiruvananthapuram(Ref:no Lell/11016/2015 DTD27/06/2023) before the Forum which clearly stated that the above said surcharge of penal bill has been withdrawn and there is no room for further ambiguity in claiming the interest from the appellant consumer. Hence the Forum observed that the complaint regarding the penal surcharge was rectified.

4. Decision

Considering the facts and circumstances of the case, the Forum disposed the case with the following orders.

(1) Since this Forum has no jurisdiction to entertain petitions related compensation the petition is not maintainable before this authority. The

petitioner can approach any other appropriate Forum for the redressal of the complaint.

(2)As the penal Surcharge has been withdrawn by the licensee,the Forum does not want to go into the merit of the case hence decided to dismiss the Petition.So it decided to close the petition and disposed the case accordingly.

(3).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/-	Sd/-	Sd/-
C .K.HARIKUMAR	SANJEEV KOSHI	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.36/2023/265

Dated :21/11/2023

Delivered to: (1) Sri. Viswambharan, Viswa Vihar UPS Junction,
Edamon.P.O., Punalur Kollam (Dist.)

(2) The Assistant Executive Engineer, Electrical Sub Division,
Punalur.

(3) The Assistant Engineer, Electrical Section, Thenmala.

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam,Vellayambalam,TVPM.
2. The Deputy Chief Engineer, Electrical Circle, Kottarakkara
3. The Executive Engineer, Electrical Division, Punalur.