

**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

Tuesday,21<sup>th</sup> November,2023

**OP No.38/2023**

Between

Petitioner: Dr. Anirudhan.K  
Avittam,  
New Iswarya Nagar-133,  
Vadakkevila. P.O., Kollam.

And

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

(2) The Assistant Engineer  
Electrical Section, Pallimukku, Kollam.

**1. Grievance of the petitioner**

The petitioner is a consumer under Electrical Section Pallimukku, bearing consumer number 1145667017215. Further he was also a prosumer with effect from 02.04.2022, with a solar plant capacity 4300 K.W. The petitioner is aggrieved by mainly on the ground that he has paid application fee twice and it was not refunded by the licensee further he alleged that the security deposit of Rs.23,200/- is not reflected on his account and he also claimed solar bank incentive of Rs.893/- and Rs.2537 which are not refunded by the Licensee

**2. Version of the respondent**

The petitioner was a three phase consumer and a prosumer with a solar plant capacity 4300 KW with Con.No.1145667017215, under the Electrical Section pallimukku. The respondent countered the allegation of the petitioner that the amount of security deposit is not reflected in the account of petitioner. The licensee argued it was Estimated Cost of Service Connection not the security deposit that the petitioner has remitted Rs.17,170 for load enhancement. The existing security deposit is only Rs.6030/- However the petitioner by mistake regard Rs.17,170/- as security deposit amount and added to the existing security deposit of Rs.6030/- Hence

the contention of the petitioner that he has remitted total amount of Rs.23,200/- towards security deposit is wrong. Regarding the Solar bank incentive, the licensee contended that the petitioner claim towards the refund is passed for payment vide payment voucher No.176 dated 12.06.2023 at Division office Kollam and will credit the same to consumer's account as soon as the fund allocation is made from the KSEBL'S Corporate office to the bank account furnished by the petitioner .

### **3. Analysis and Findings**

The hearing was conducted on 14/09/2023.Both the petitioner and the respondent were present and heard the matter in detail. On going through the petition and other documents in the file, the Forum viewed that the case is with regard to the following issues (1) Non receipt of solar bank incentive of Rs.893/- and Rs.2537 (2) Non reflection of updated security deposit of Rs.23,200/- (3) Non refund of Application fee remitted on 14/12/2020.

Regarding the solar bank incentive and non-reflection of security deposit, the Forum observed that the argument made by licensee is sustainable. The Forum finds that amount of Rs.17,170/- is Estimated cost of service connection charge and not security deposit. As far as the refund of solar bank incentive,the Forum does not find any lapse on the part of licensee. The licensee took all measures for sanctioning the solar bank refund to the prosumer for the solar year 2022 and also period from,10/2022 to 03/2023.

The Forum also observed that the contention of the petitioner regarding the refund of registration fee(1190/-) paid for Solar project through the online portal is sustainable. In addition to this, licensee further directed the Petitioner to remit 1190/- as registration fee.The Forum views it as an unjustified action on the part of the licensee. In spite of having repeated intimations from the petitioner regarding the refund of registration fee, the licensee has not take any steps to refund the registration fee.Hence the Forum viewed that there is negligence on the part of the of the licensee with regard to the refund of registration fee.

### **4. Decision**

Considering the above facts and Circumstances of the Case, the Forum closed the petition and disposed the case accordingly.

(1)The Forum directs the licensee to refund the registration fee of an amount of Rs 1190/-to the Petitioner who remitted on 14/12/2020 through the online portal.

(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/-	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.38/2023/267

Dated :21/11/2023

Delivered to: (1) Dr. Anirudhan.K Avittam,New Iswarya Nagar-133,  
Vadakkevila. P.O., Kollam. Sri. Viswambharan, Viswa Vihar  
UPS Junction, Edamon.P.O.,  
(2) The Assistant Executive Engineer, Electrical Sub Division,  
Pallimukku, Kollam.  
(3) The Assistant Engineer, Electrical Section, Pallimukku,  
Kollam.

Copy to:

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