

Consumer Grievance Redressal Forum
Kerala State Electricity Board - Southern Region,
Vydyuthi Bhavanam, Kottarakkara

No: CGRF/KTR/OP.No.732/2012/1304

Date:28 .5.2012.

From

Chairperson

To

The Assistant Executive Engineer,
Electrical Sub Division,
K.S.E Board,
Manarkad.

Sub: - Releasing of order of disposal of OP.No.732/2012.

Ref: - B.O (FB) No.585/2006 (LA.II/1173/2006) dated 25.2.2006.

Sir,

Enclosed the order of disposal of petition filed by Sri. A.M. Mathew
in O.P.No.732/12 for further action.

Yours faithfully,

CHAIRPERSON
DEPUTY CHIEF ENGINEER
CGRF (SOUTH)

Copy to:-

1. Sri. A.M. Mathew, Adichilammackel House, Villa No.19, Vees Valley Villas, Rubber Board P.O., Pummattom, Kottayam.
2. The Deputy Chief Engineer, Electrical Circle, Kottayam.
3. The Executive Engineer, Electrical Division, Pallom.

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin – 691 506
Web site: cgrf.kseb.in E- mail: cgrfktr@ksebnet.com, Phone: 0474 – 2451300

**CONSUMER GRIEVANCE REDRESSAL FORUM (SOUTH),
KOTTARAKKARA**

Present: 1. Sri.R.Suku, Chairperson, Deputy Chief Engineer
2. Smt. Beena Pious, Executive Engineer
3. Sri.N.Sasidharan Unnithan, Member
Friday the 18th day of May 2012

OP No.732/2012

Between

Petitioner: Sri. A.M. Mathew,
Adichilammackel House,
Villa No.19,
Vees Valley Villas,
Rubber Board P.O.,
Pummattom,
Kottayam.

And

Respondent: The Assistant Executive Engineer,
Electrical Sub Division,
Manarkad.

Grievance of the Petitioner

The petitioner with Consumer No.17508 under Electrical Section, Puthuppally is aggrieved by the exorbitant current charge bills even though the house is inhabited by none and the mains are switched off. The petitioner strongly believes that the electricity meter is faulty and requests for necessary action. The petition was received online.

Version of the Opposite Party

The petitioner is a single phase domestic consumer under Electrical Section, Puthuppally and the electric meter of the premises was tested on 14/5/2012 and it was understood that the meter was faulty. Hence it was replaced with a new meter on 14/5/2012 itself. As the meter was found faulty, the bill of 3/2012 was revised as per the

request of the consumer. The complaint is rectified and hence it is prayed to dismiss the petition.

Discussion and Findings

The petitioner remained absent for the hearing on 18/5/2012. The opposite party was present and was heard. The complaint is with regard to the bill issued during the meter faulty period. The petitioner's case is that the meter was recording consumption even if the main switch is off, or the fuse is disconnected, and the meter is apparently faulty. The opposite party in his version admitted that the meter was tested on 14/5/2012 and having found faulty, the same was replaced with a new meter of perfect working condition. He also stated that the impugned bill has been revised, for which the petitioner has no objection.

ORDER

As the faulty meter has been replaced, and the impugned bill has been revised, there do not exist any room for the complaint. The complaint is accordingly closed.

If the petitioner is not satisfied with the above order of this Forum, he/she 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.

State Electricity Ombudsman, Pallikkavil Buildings, Mamangalam-Anchumana Temple Road, Opp:Kochi Corporation Regional Office, Edappally, Kochi – 682 024, Ph: 0484 -2346488.

Sd/-
BEENA PIOUS
EXECUTIVE ENGINEER,
MEMBER

Sd/-
N.SASIDHARAN UNNITHAN
MEMBER

Sd/-
R.SUKU
CHAIRPERSON
DEPUTY CHIEF ENGINEER

Forwarded

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)
CGRF (SOUTH), KOTTARAKKARA.