

**CONSUMER GRIEVANCE REDRESSAL FORUM  
KERALA STATE ELECTRICITY BOARD LTD- SOUTHERN REGION  
VYDYUTHI BHAVANAM, KOTTARAKKARA**

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Present: 1. Smt.Laila.N.G,Deputy Chief Engineer, Chairperson  
2. Sri. Sanjeev Koshy,Executive Engineer, Member II  
3. Sri.C.K.Harikumar,Advocate,Member III

Friday 29<sup>th</sup> December,2023

**OP No.66/2023**

Between

Petitioner: Sri. S. Balachandran Nair, TC 50/715 (2),  
CHITHRA, KSRA 27(1), Karamana P.O.

And

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

(2) The Assistant Engineer, Electrical Section, Thycaud.

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer residing under Electrical Section, Karamana having Con.No.1145053021392. He joined the 10% usage plan of soura project. The 3 KW plant was commissioned during March 2022. After installing the solar plant the petitioner didn't received Electricity bills property. In the previous bills received by him reading was not mentioned. So the petitioner have no idea about the amount of the solar energy produced by solar plant installed in his premises. The petitioner have grievance about the non-receiving of electricity bills, and he wants to learn about the benefits for which he is eligible by installing soura plant.

**2. Version of the respondent**

The petitioner is a single phase consumer with LT IA tariff. The consumer is a soura Model 1 consumer which was installed on 6/10/2021. The complaint of the petitioner is that he is not getting electricity bills from January 2023. It Was due to some technical Issues. Later on bills were issued. At present the consumer have grievance regarding the non-receiving of bills. The petitioner has also given

request to change his connection From Soura Model 1 to Model 3 .charges relating this has been remitted and is under process.

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

The hearing of the case was conducted on 12/12/2023. The petitioner was not present. The respondent only was present. After hearing the version of the respondent, the Forum understood that the complaint was withdrawn by the petitioner as his grievance was Redressed at the section office. The complaint was regarding the non-receiving of electricity bills for the solar plant installed in his premises. The delay in serving bills happened by some technical issues. The bills pertaining to Jan 2023 to Aug 23 were given to the petitioner on 20.09.2023.

### **4. Decision**

- (1).Considering the fact that the grievance of the petitioner is redressed and the petitioner has withdrawn the complaint the Forum is pleased to dismiss the case.
- (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/-  
C .K.HARIKUMAR  
ADVOCATE  
MEMBER III

Sd/-  
SANJEEV KOSHY  
EXECUTIVE ENGINEER  
MEMBER II

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

Forwarded

Sd/-

CHAIRPERSON  
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.66/2023/ 333

Dated :29/12/2023

Delivered to: 1.Sri. S. Balachandran Nair, TC 50/715 (2),  
CHITHRA, KSRA 27(1), Karamana P.O.  
2. The Assistant Executive Engineer, Electrical Sub Division,  
Puthenchantha.

Copy to: 3. The Assistant Engineer, Electrical Section,Thycaud.  
1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam,  
Thiruvananthapuram.  
2. The Deputy Chief Engineer, Electrical Circle, Thiruvananthapuram.  
3. The Executive Engineer, Electrical Division, Thiruvananthapuram.

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Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691506  
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