

**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

Tuesday26<sup>th</sup> December,2023

**OP No.72/2023**

Between

Petitioner: Sri.M.S. Ganesan Pillai,  
Meloottu SNRA -45, Sarabhai Nagar,  
Karakulam P.O.

And

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

(2) The Assistant Engineer, Electrical Section, Kachani

**ORDER**

**1. Grievance of the petitioner**

The petitioner is a consumer under Electrical Section Kachani bearing Consumer No.1146915013785 when this Section was formed the consumer was migrated from Electrical Section Peroorkkada with consumer No.19018. He is aggrieved by a short assessment amount of Rs.8018/- He complains that the bill was issued stating that the meter was faulty during his absence this bill was issued 17 years ago. So he prays the Forum to quash the bill.

**2. Version of the respondent**

The petitioner is a consumer under Electrical Section Kachani bearing consumer No.1146915013785. When this Section was formed the consumer was migrated from Electrical Section Peroorkkada with consumer No.19018. Based on the audit report on 29.02.2012 the meter was found to be faulty from 09/2005 to 03/2011 and issued a short assessment amount of Rs.8,018/- .It was informed from Electrical Section Kachani on 09.11.2022, 11.08.2023 (OTS-2023 scheme) that this amount has to be remitted. As per Regulation 125 of Kerala Electricity Supply Code 2014 the bill was revised to Rs.774/- and the petitioner remitted the

amount without any objection. So the respondent prays the Forum to dismiss the petition.

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

The hearing was conducted on 20.12.2023 the petitioner was absent and respondent was present and heard the matter in detail. On going through the petition and other document in the file the Forum viewed that the case is with regard to issuance of short assessment amount of Rs.8018/- to Sri. Ganeshan Pillai by the licensee. The respondent stated that the bill was revised to Rs.774/- as per Regulation 125 of Kerala Electricity Supply code 2014 and the amount was paid by the petitioner without any objection. It was also informed that the petitioner has withdrawn his complaint. The Forum viewed that since the grievance was redressed it is not necessary to enter into the merit of the case.

### **4. Decision**

Considering the facts and circumstances of the case mentioned above the Forum ordered as follows.

1. Since the case has been settled and the grievance of the petitioner was redressed the Forum does not want to go into the merit of the 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/-

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.72/2023/335

Dated :29/12/2023

Delivered to: 1. Sri.M.S. Ganesan Pillai, Meloottu SNRA -45, Sarabhai Nagar,  
Karakulam P.O.

2. The Assistant Executive Engineer, Electrical Sub Division,  
Vellayambalam.

3. The Assistant Engineer, Electrical Section, Kachani.

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam,  
Thiruvananthapuram.

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