

**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 Koshy,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Tuesday 19th January,2024

OP No.84/2023

Between

Petitioner: Salil.G , Kanneetttil,
Soornad South, Erachira Nedunil Patharam.P.O.,
Kollam.

And

Respondents: (1) The Assistant Executive Engineer,
Electrical Sub Division, Sasthamkottah.
(2) The Assistant Engineer, Electrical Section, Sooranad.

ORDER

1. Grievance of the petitioner

The petitioner is a domestic consumer bearing consumer No.1145742017756 at Electrical Section Sooranad North. He is aggrieved by acute low voltage of the order of 156.7, 191.9, 174.3, 185, 182.4 during peak hours. So his electrical appliances can't work properly. So he pray the Forum to redress his grievance.

2. Version of the respondent

As per the petition lodged by Sri. Salil.G it is informed from Sooranad Electrical Section that his grievance was redressed on 3/12/2023. Now he is getting sufficient voltage during peak hours. The petitioner has informed this matter at Electrical Sub Division Sasthamcotta and to the office of the chairperson CGRF that he has withdrawn his complaint. So the respondent prays the Forum to dismiss the petition.

3. Analysis and Findings

The hearing is conducted on 17/01/2024 the petitioner was absent and respondent was 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 low voltage problem faced by Sri. Salil.G. The respondent informed that the grievance of the petitioner was redressed on 3/12/2023 by load balancing. The petitioner also informed at this Forum that his grievance was redressed on 3/12/2023 and he is getting sufficient voltage during peak hours and he may be allowed to withdraw his complaint. The Forum viewed that since the grievance was redressed it is not necessary to go in to 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.84/2023/23

Dated :22/01/2024

Delivered to: 1. Salil.G , Kanneetil, Sooranad South, Erachira Nedunil Patharam.P.O., Kollam.
2. The Assistant Executive Engineer, Electrical Sub Division, Sasthamkottah.
3. The Assistant Engineer, Electrical Section, Sooranad.

Copy to:

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