

**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

Wednesday 14th February ,2024

OP No.69/2023

Between

Petitioner: Sub Divisional Engineer
BSNL, Tiruvalla,
Pathanamthitta.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner is a BSNL BTS station having six consumer number, under Electrical Section Thottabhogom in LT VIF category. The averment of the petitioner is regarding the payment of bill which are not accounted by the licensee. The petitioner has grievances mainly on two consumer number, viz 1146188017244 and 1146187015424.

The petitioner argued that licensee has not accounted the payments of consumer number 1146188017244 during the period from 15.01.2019 to 02.07.2020. During this period BSNL paid Rs.1,68,714/- but only Rs.42,416/- was accounted by licensee ie, 1,26,298/- was not accounted by Licensee resulting in huge arrear amount. As per the report from accounts wing BSNL Thiruvalla it is confirmed that the payment for the bills issued by the Licensee has been paid. Accordingly, communications were sent to the licensee citing the bill No.4618230410639 dated 18/04/2023 Rs.41,653/- was shown as arrear and Rs.98,631/- was mentioned as disputed arrears. The arrear amount of Rs.41,653/- was paid on 31/05/2023 to avoid accumulation of

delayed surcharge. But in the latest demand notice vide Bill No.1146188017244 dated 18/08/2023, an amount of Rs.1,31,161/- is still shown as arrears.

Regarding the consumer number 1146187015424, the payments made against the bills of the said consumer during the period from 20-02-2019 to 10.03.2020 is Rs.5,28,110/- but only Rs.3,62,090.00/- was accounted by licensee ie,Rs.1,66,020/- was not accounted by the licensee. This led to abnormally high surcharges and huge arrear amount. Hence the petitioner prays the Forum to pass order to licensee for re-assess the amount credited during the said period and to waive off the arrear amount raised due to non-accounting of BSNL payments and re-fund the excess amount which was paid from the petitioner.

2. Version of the respondent

The Service connection bearing consumer No.1146187015424 under Electrical Section Thottabagam belonging to Sub Divisional Engineer Telephone Bhavan 4th Floor Thiruvalla having a connected load of 14610 watts in LT VII F tariff. There were Seven consumer numbers of various BSNL offices under Electrical Section Thottabagam.

The Licensee stated that the consumer number 15424 was verified for the period from 03/2019 to 07/2020. During this period from 14.12.2018 to 23.04.2019, no consumption for this consumer, hence minimum bill was issued at that time and it seems it was revised later.

The licensee argues that the amount paid by BSNL has been posted to each consumer as per their mail. Some times as per bank Scroll, it is seen that the amount paid by BSNL has been posted to other consumer of BSNL, this may due to internet outage and non-availability of BSNL showing which consumer to post. In some period BSNL did not pay the current bill correctly every month due to their crisis. Later when the amount comes, it is seen that the amount has been posted to various numbers of BSNL who have a demand. Therefore the error may be occurred due to irregular and inadequate payment of BSNL, further the latter have made any communication with the concerned officials regarding the fact that the payment was made and this led to this kind of posting.

The amount paid by BSNL is actually posted to various consumers of the BSNL,so there is no need to refund the amount, and the surcharge comes on late bill payment.

3. Analysis and Findings

Hearing was conducted on 12/12/2023. Both the petitioner and respondent were present and heard the matter in detail. On examining the petition the arguments filed by the petitioner and heard the matter in detail on examining the petition, the statement of facts of the respondent, perusing the documents attached and consideration all the facts and circumstances of the case, the Forum comes to the following findings and conclusion leading to the decision thereof.

On going through the petition and other documents in the file, the Forum viewed that payment is not accounted timely and hence the surcharge is incurred during the period from 12/03/2019 to 02/07/2020.

The Forum observed that it is the primary duty of the revenue officers in the Section office that all the financial transactions are properly accounted. It also highlights the necessity of preparing bank reconciliation, in the Section Offices. Bank Reconciliation statement brings the cash book balance in agreement with the balance as per pass book. It can easily trace out the financial transaction which are not accounted Therefore the concerned revenue officers shall prepare the bank reconciliation in every month, with utmost care and accuracy.

Moreover, the Forum also noticed some difficulties faced by the licensee in accounting NEFT/RTGS payments. Many of the consumers who has made electronic payment (NEFT/RTGS/IMPS) does not provide remittance details to the concerned Section office. This paved difficulties to the revenue officials of the Section Office to identify the consumer number corresponding to its payment. They relied bank scroll details for accounting the NEFT/RTGS payment. In the bank Scroll only amount details are available. Consequently the chances of wrong entry of amount to a particular consumer number is high. Hence the improper accounting consequent upon the lack of providing remittance details are evidently clear.

4. Decision

- (1) The Licensee shall verify the above mentioned unaccounted transaction as claimed by the petitioner and settle the same before **30th March.**
- (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
CHAIRPERSON
MEMBER I

Forwarded

Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.69/2023/54

Dated : 23/02/2024

Delivered to: 1. Sub Divisional Engineer, BSNL, Tiruvalla, Pathanamthitta.
2. The Assistant Executive Engineer, Electrical Sub Division, Thiruvalla.
3. The Assistant Engineer, Electrical Section, Pathanamthitta.

Copy to:

1. The Secretary, KSERC, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram.
2. The Deputy Chief Engineer, Electrical Circle, Pathanamthitta.
3. The Executive Engineer, Electrical Division, Thiruvalla.