

**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 07th May,2024

OP No.11/2024

Between

Petitioner: Sri. Suresh Babu
Yuvasakthi Samskarika,Samithy,
Pezhumthuruthu, Peruman.P.O.,
Munrothuruthu, Panchayath.

And

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

(2) The Assistant Engineer,
Electrical Section, East Kallada

ORDER

1. Grievance of the petitioner

The petitioner is a consumer under Electrical Section Kallada bearing consumer number 1145834009745 . He has been receiving bill of the range of Rs.100/-.On 04/01/2024 he received a bill amounting to Rs.3,589/-. As per direction from the Assistant Engineer a parallel meter was installed at the premises on 16.01.2024 and removed on 31.01.2024. Since both the meter showed the same reading the petitioner was informed that he has to remit Rs.3,589/- other wise the supply will be disconnected. So the petitioner prays the Forum to cancel the bill.

2. Version of the respondent

The petitioner is a consumer under Electrical Section Kallada bearing consumer number 1145834009745. As per complaint received from the petitioner a parallel meter was installed and removed on

31.01.24. Since both the meters showed the same reading, for further examination meter was sent to TMR, Thiruvananthapuram. On 23.02.2024 test report received from the TMR unit showed that the meter was faulty. So the bill amounting to Rs.3,589/- was cancelled and amount of Rs.142/- was given. Hence the respondent prays Forum to dismiss the petition.

3 Analysis and Findings

The hearing was conducted on 09.04.2024 the respondent was present petitioner was absent. On going through the petition and other documents in the file the Forum viewed that the case is with regard to issuance of a bill amounting to Rs.3,589/- to Sri.Suresh Babu by the licensee. During hearing the respondent stated that the amount of Rs.3,589/- was cancelled and the revised amount of Rs.142/- was paid by the petitioner. Also an e-mail communication was received from the petitioner informing the Forum that his grievance was redressed. The Forum views that since the grievance was redressed, the Forum does not want to go into the merit of the case.

DECISION

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

1. Since the case has been settled and the grievance 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. 11/2024/126

Dated : 07/05/2024

Delivered to:

1. Sri. Suresh Babu, Yuvasakthi Samskarika, Samithy, Pezhumthuruthu, Peruman.P.O., Munrothuruthu, Panchayath.
2. The Assistant Executive Engineer, Electrical Sub Division, Kundara.
3. The Assistant Engineer, Electrical Section, East Kallada.

Copy to:-

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

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506

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