

**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

Monday20th May,2024

OP No.19/2024

Between

Petitioner: Sureshkumar.J.
Sruthilayam, Plavila Road,
Palam,Junction, Karakulam.
PIN- 695546.

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 domestic consumer under Electrical Section, Kachani bearing consumer No.1146913010953 On 19.02.2024 the petitioner was informed through telephone that the last date of payment of bill of Rs.1301/- is 19.02.2024 . On 20.02.2024 at 9:45 AM the petitioner was informed that if the amount is not paid with in one-half hour the supply will be disconnected. So he paid the amount. Later through the office of CGRF it was understood that the bill issued was illegal. So the petitioner prays the Forum to refund the amount.

2. Version of the respondent

The petitioner is a domestic consumer under Electrical Section Kachani bearing consumer no.1146913010933. Based on an audit report the petitioner was issued a short assessment bill of Rs.1301/- for meter faulty period from 01/2023/ to 03/2023. Even through the petitioner remitted the amount on 20-02-2024, he filed complaint at Electrical

Section Kachani on 21.02.2024 and at Electrical Sub Division Vellayambalam. As per discussion with the higher officers the bill was revised to Rs.913/- as per Regulation 125 (1) of Kerala Electricity Supply Code 2014.

As per request of the petitioner on 16/04/2024 after paying the revised amount the balance amount is kept as advance. So the petitioner informed the licensee and the office of CGRF that his grievance was redressed and ready to withdraw the complaint.

3 Analysis and Findings

The hearing was conducted on 09.05.2024 the petitioner was absent and respondent was present and heard the matter in detail. On going through the petitioner and other documents in the file the Forum viewed that the case is with regard to a short assessment bill amounting to Rs.1301/- issued to the petitioner by the licensee. The respondent informed that bill has been revised to Rs.913/- and paid by the petitioner.

The balance amount has been kept as advance as requested by the petitioner. Thus the 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 circumstances of the case mentioned above the forum ordered as follows-

1. Since the case has been settled and 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/-	Sd/-	Sd/-
C .K.HARIKUMAR	SANJEEV KOSHY	LAILA.N.G
ADVOCATE MEMBER III	EXECUTIVE ENGINEER MEMBER II	DEPUTY CHIEF ENGINEER CHAIRPERSON

Forwarded
Sd/-

CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No. 19/2024/ 154

Dated : 21/05/2024

Delivered to:

1. Sureshkumar.J, Sruthilayam, Plavila Road, Karakulam, Palam, Junction, PIN -695546
2. The Assistant Executive Engineer, Electrical Sub Division, Vellayambalam, K.S.E. Board Ltd,
3. The Assistant Engineer, Electrical Section, Kachani

Copy to:-

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

Office: CGRF(S), Vydyuthi Bhavanam, Kottarakkara, Pin - 691 506
Web site: cgrf.kseb.in E- mail: Cgrf.ktra@kseb.in, Phone: 0474 - 2451300