

**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. Smt. Sajina.T,Executive Engineer, Member II
3. Sri.C.K.Harikumar,Advocate,Member III

Friday 27th March ,2026

OP No.56/2025-26

Between

Petitioner: Sri. Aneesh.G.Vazhayil,
Vazhayil House,
Velloor.P.O,
Pampady, Kottayam.

And

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

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

ORDER

1. Grievance of the petitioner

The petitioner Sri. Aneesh.G Vazhayil is a domestic consumer under Electrical Section, Pampady with consumer number 1156353002151. The petitioner stated that his complaint regarding an incorrect billing issue,were not attended properly and are being closed by the accounts department with out actually rectifying the root issue. The petitioner stated that old bills (Bill No.5635200310997 for an amount of Rs.2319 & Bill no.5635200310998 for an amount of Rs.2319 & Bill no.5635200310998 for an amount of Rs.20,990/- both are from the year 2020) are shown erroneously under the petitioner's consumer number account. The petitioner alleged that these are not being removed from the system despite the petitioner's repeated requests. The petitioner stated

that those bills had already been superseded and payments were also made in 2020 as per revised bills. But these are still appearing as unpaid under his account. The petitioner stated that he had not conformable to see those bills have an amount of Rs.23309/- as unpaid when he login his consumer account every time. So the petitioner approached the Honourable Forum to direct the concerned department to remove those incorrect bills from his consumer account at the earliest.

2. Version of the respondent

The petitioner Sri. Aneesh.G Vazhayil, Vazhayil House, Velloor.P.O, Pampady, Kottayam bearing consumer no.1156353002151 submitted an e-mail to the office of Electrical Section Pampady stating that an amount of ECSC-20900/- and ACD 2319/- was shown as pending dues in respect of his WSS profile and requested that the same being wrongly recorded, may be cancelled. The respondent stated that the orumanet profile of the consumer was verified and it was observed that no such demand was pending. However from the data available in the orumanet it was understood that the above demands were previously raised on 19.03.2020 on account of tariff change and connected load revision and subsequently cancelled. The respondent stated that an e-mail was forwarded to orumanet support on 30/12/2024 (Ticket No.ONET 2409162) reporting the issue and the same was intimated to the consumer. Subsequently follow up emails were sent to orumanet support and the demand had been cancelled on 23.03.2026. Hence the complaint has been resolved and intimated to the consumer.

3 Analysis and Findings

The hearing of the case was conducted on 26/03/2026. The petitioner was not present. The respondent was present and heard the matter in detail. On examining the petition ,the documents attached and arguments made during the hearing and considering all the facts and circumstances of the case, this forum comes to the following finding & conclusions leading to the decision there of.

The subject matter of the case pertains to the incorrect amount of Rs.2319/- and Rs.20,990/- are shown erroneously under the petitioners consumer number account.

During hearing the respondent stated that they found that amount shown as pending dues in respect of his WSS profile was wrongly recorded and no such demand was pending .The respondent subsequently contact Orumanet support and the demand had been closed on 23.03.2026 and the same was intimated to the consumer. The respondent also stated that the petitioner has no grievance at present. The petitioner also informed the Forum that his grievance has been redressed. The forum viewed that the case has been settled.

DECISION

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

1. Since the grievance of the petitioner has been redressed the Forum 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/-

SAJINA.T

EXECUTIVE ENGINEER
MEMBER II

Sd/-

LAILA.N.G

DEPUTY CHIEF ENGINEER
CHAIRPERSON

Forwarded
Sd/-
CHAIRPERSON
(DEPUTY CHIEF ENGINEER)

No: CGRF/KTR/OP No.56/2025-26/67 Dated :04/04/2026

Delivered to:

1. Sri. Aneesh.G.Vazhayil, Vazhayil House, Velloor.P.O
Pampady, Kottayam.
2. The Assistant Executive Engineer, Electrical Sub Division, Ponkunnam.
3. The Assistant Engineer, Electrical Section, Pampady.

Copy to:-

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

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