

THE STATE ELECTRICITY OMBUDSMAN

D.H. Road & Foreshore Road Junction, Near Gandhi Square,

Ernakulam, Kerala-682 016

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**Appeal Petition No. P/05/2024
(Present A. Chandrakumaran Nair)
Dated: March-21-2024**

Appellant : Smt. Saleena Ismail,
Thadathilpambil House,
Nedumkunnam,
Kottayam (Dist.)- 686542.

Respondent : The Assistant Executive Engineer,
Electrical Sub Division,
KSE Board Limited,
Karukachal, Kottayam(Dist.)

INTERIM ORDER

The appeal petition filed by the appellant sri. Saleena Ismail is under the consideration of the State Electricity Ombudsman. The main complaint is about the excess bill raised by the licensee on 21/06/2023 for the service connection of consumer number 1146410030383, which is a domestic connection and the house was in locked condition. Licensee has connected a parallel meter and found that the existing meter of the consumer was not accurate. Then the meter was sent for testing and the test results shows that the meter is not faulty. The appellant is objecting the same and is not getting convinced by the test results. The hearing of the case was conducted on 10/03/2024 at KSEBL, IB, Pallom, Kottayam. To ensure that the meter is not faulty one more testing is necessary. It is hereby order that the said meter is to be retested at the lab of Kerala State Electrical Inspectorate and the test result is to be submitted within 15 days of the receipt of this order.

Further proceeding of the case will be after examining the retest result. The status quo regarding the service connection is to be maintained till the final order of Ombudsman.

ELECTRICITY OMBUDSMAN

No. P/05/2024/ dated: 21/03/2024

Delivered to:

1. Smt. Saleena Ismail, Thadathilpambil House, Nedumkunnam, Kottayam (Dist.)- 686542.
2. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Karukachal, Kottayam(Dist.)

Copy to:

1. The Secretary, Kerala State Electricity Regulatory Commission, KPFC Bhavanam, Vellayambalam, Thiruvananthapuram-10.
2. The Secretary, KSE Board Limited, Vydhyuthibhavanam, Pattom, Thiruvananthapuram-4.
3. The Chairperson, Consumer Grievance Redressal Forum, Vydhyuthi Bhavanam, KSE Board Ltd, Kottarakkara - 691 506.