

THE STATE ELECTRICITY OMBUDSMAN

D.H. Road & Foreshore Road Junction, Near Gandhi Square,
Ernakulam, Kerala-682 016

Ph: 0484 2346488, Mob: 8714356488

www.keralaeo.org Email: ombudsman.electricity@gmail.com

Review Petition No. RP/006/2023

(Present A. Chandrakumaran Nair)

Dated: 05/07/2024

Review Appellant : Assistant Executive Engineer,
Electrical Sub Division
Pappinissery, KSE board Limited
Kannur Dist.,

Review Respondent : P.V.Valsalan
Puthenveetil, Chunkam
Pappinissery, Kannur Dist.,

ORDER

Background of the case

This review petition is filed by Assistant Executive Engineer, of Pappinissery Electrical Sub Division of Licensee to review the order issued by the Ombudsman for the petition P/28/2023 dated 26/07/2023. The consumer named Shri. P.V. Valsalan submitted the appeal petition numbered P/28/23 regarding his dispute with the Licensee. The reading of his meter for the month 07/2022 was taken on 25/7/2022 and mentioned in the bill that the reading date is 23/07/2022. The delay of two days was because of the bad weather due to heavy rain in that area. In the bill of 9/2022 the previous reading date is mentioned as 23/07/2022 instead of the actual billing date of 25/07/2022. The complaint was raised by the consumer and the dispute in the bill was not settled within 24 hours as specified in the KSERC (Statement of performance). Regulation 2015. The proper reply and revised bill was given on 24/09/2022. The Ombudsman issued order on 26/07/2023 on completing the procedure stating that the excess amount charged Rs.16/- is to be refunded. The delay in settling the dispute in the bill is to be calculated and the Licensee has to pay the compensation. The Licensee has calculated the compensation for delay as per the order of Ombudsman for a period from 25/07/2022 to 24/09/2022. Which is 61

days amount of Rs.3050/-. The amount has been sent to the consumer by cheque through post and the same was refused by the consumer. The Licensee have complied with the order of Ombudsman.

Maintain Electricity of the Review Petition

In the KSERC(CGRF and Ombudsman)Regulation 2023, the regulation 46 describes about the Power of Review by the Electricity Ombudsman.

46(I) *“The electricity Ombudsman may either on its own notion or on an application of any person aggrieved by an order, review its order on the following ground namely :-*

- (i) On a discovery of a new and important matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him.*
 - (ii) Mistake or error apparent on the face of the record.*
- (2) An application under clause (I) shall be filed within a period of fifteen days from the date of receipt of this order.*

Provided that the electricity Ombudsman may entertain an application after the expiry of the said period of 15 days, if it is satisfied that applicant had sufficient cause for not preferring the review within such period.”

Here the application for review was submitted on expiry 10¹/₂ month from the date of order. No sufficient reason to justify the delay. The review applicant Assistant Executive Engineer, Pappinissery has been called for a hearing on 04/07/2023 and heard his version for the delay. There was no valid reason for delay and hence the review petition is to be dismissed.

Further the Ombudsman has issued the order and the Licensee had complied with the order. There is no provision to review the order which is already complied.

Decision

1. The review petition is hereby dismissed and disposed.
2. No order for any cost

ELECTRICITY OMBUDSMAN

No. RP/006/2023/_____ dated:_____.

Delivered to:

1. The Assistant Executive Engineer, Electrical Sub Division, KSE Board Limited, Pappinisserry, Kannur Dist.,
2. P.V. Valsalan, Puthenveetil, Chunkam, Pappinisserry, Kannur 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.