**BEFORE THE HON’BLE NATIONAL/ STATE/ DISTRICT CONSUMER**

**DISPUTES REDRESSAL COMMISSION AT KOTTAYAM**

**IN RE: COMPLAINT No..................of 20.....**

**IN THE MATTER OF:**

Babu P.A.

Parackal, Madukka P.O.

Kottayam - 686513 ………. Complainant

Vs

Assistant Executive Engineer,

Kerala State Electricity Board.

Mundakkayam – 686513. ……….Opposite Party

**COMPLAINT UNDER SECTION 35 of CONSUMER PROTECTION ACT**

**RESPECTFULLY SHOWETH:**

1. The complainant is Mr. Babu P.A, residing at Parackal, Madukka P.O. Kottayam - 686513.
2. The opposite party is Assistant Executive Engineer, Kerala State Electricity Board located in Mundakkayam – 686513.
3. The complainant is a consumer of the opposite party, Kerala State Electricity Board, vide Consumer No. 24612 since December 2019.
4. In December 2019, the opposite party disconnected the complainant's electrical service connection, alleging arrears in electricity charges for that month.
5. On 27.12.2019, the complainant paid the outstanding electricity charges. However, the opposite party disconnected the service without serving any prior notice upon the complainant.
6. The abrupt disconnection of electricity during the Christmas season caused immense mental agony, hardship and inconvenience to the complainant and his family members.
7. Despite the payment of arrears on 27.12.2019, the opposite party reinstated the complainant's electrical service connection only after an undue delay of 36 days, without any justifiable cause.
8. The complainant's repeated requests to the opposite party for prompt reconnection were in vain and met with inaction.
9. The deficient service and arbitrary actions of the opposite party amount to unfair trade practices and violations of the Consumer Protection Act, 1986.
10. The complainant has suffered mental trauma, hardship and financial losses on account of the opposite party's actions.

**CAUSE OF ACTION:** The cause of action arose in december 2019 when the opposite party disconnected the electricity connection of the complainant without any notice.

**TERRITORIAL JURISDICTION:**  The complainant and the opposite party both reside within the jurisdiction of this Hon'ble Commission. Hence this Hon'ble Commission has jurisdiction to try and entertain this complaint.

**PECUNIARY JURISDICTION:** The total consideration amount paid in purchasing the hotel booking is less than Rs. 50 lakhs. Hence this hon'ble commission has jurisdiction to entertain this complaint.

**LIMITATION:** That the present complaint is being filed within the period prescribed under section 69 of the Act, 2019.

**COURT FEE:** Requisite Court fee as contemplated is paid on this Complaint.

**EVIDENCE:**

1. Consumer account number. (Ex. A. 1)
2. Payment bills (Ex. A. 2)
3. Records of communication between parties (Ex. A. 3)

**PRAYER:**

In view of the above, the complainant prays before this Hon'ble Forum to:

a) Direct the opposite party to pay a compensation of Rs. 2,25,000 to the complainant for the mental agony, hardship and deficient services suffered.

b) Direct the opposite party to pay litigation costs of Rs. 5,000.

c) Grant any other relief which this Hon'ble Forum deems appropriate in the interests of justice and equity.

**VERIFICATION:**

I,Mr. Babu P.A., resident of Parackal, Madukka P.O. Kottayam - 686513., hereby declare that I havenot misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge.

**Name & signature of the complainant**