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

**DISPUTES REDRESSAL COMMISSION AT KOTTAYAM**

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

**IN THE MATTER OF:**

P.K. Chandy

Planthanathu Karottu House

Poovanthuruthu P.O,

Panachikadu Village

Kottayam Taluk,

Kottayam District-686012 ………. Complainant

Vs

Kerala Water Authority,

P.H.Sub Division

Collectorate P.O, Kottayam-02

reptd by its Executive Engineer. ……….Opposite Party

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

**RESPECTFULLY SHOWETH:**

1. The complainant is P.K. Chandy, residing at Planthanathu Karottu House Poovanthuruthu P.O, Panachikadu Village Kottayam Taluk, Kottayam District-686012.
2. The opposite party is Kerala Water Authority and is represented by its Executive Engineer. Its located in P.H.Sub Division, Collectorate P.O, Kottayam-02.
3. The complainant is a domestic water connection consumer of the opposite party under the Kolladu Rural Water Scheme.
4. The opposite party provides water supply services to the complainant's residence. The water to be supplied to the complainants is stored in the water tank at Kolladu and distributed through a network of pipes and valves.
5. The opposite party has failed to provide sufficient water supply to the complainant during the summer season.
6. The water supply is bifurcated at the Kaduvakulam point using a valve, which was meant to regulate the supply to different areas. However, due to the influence of the current president of Panachikkadu Grama Panchayath (elected from ward no. 22) and the local MLA, this valve has been removed, resulting in irregular and insufficient water supply to the complainant's area.
7. The removal of the valve has led to easy and regular supply of water to ward no. 22, at the expense of the complainant and other consumers in the area.
8. Due to the non-supply of water, the complainant has been forced to rely on other sources, including hiring water tankers at significant expense.
9. The complainant has approached the opposite party several times to address this grievance, but no action has been taken to rectify the situation.
10. This constitutes deficiency in service due to failure to provide regular water supply as agreed.

**RECTIFICATION:** The complainants had approached the opposite party several times with their complaint about the insufficiency of water supply. However, they did not care to redress the grievances of the complainant.

**CAUSE OF ACTION:** The cause of action arose when the opposite party rendered the water supply insufficient for the complainant. It continued for the summer season when the issue was not rectified even after multiple attempts by the complainant. This constitutes deficiency in service.

**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. Copies of service connection. (Ex. A. 1)
2. Copies of water bills and receipts of payment (Ex. A. 2)
3. Copies of complaints made to the opposite party (Ex. A. 3)
4. Receipts of expenses incurred for hiring water tankers. (Ex. A. 4)

**PRAYER:**

The complainant therefore prays:

i) Direct the opposite party to pay compensation of Rs. 50,000 for the deficiency in service and hardships caused to the complainant.

ii) Direct the opposite party to ensure regular and sufficient water supply to the complainant's residence.

iv) Pass any such order as the Hon'ble Consumer Forum may deem fit in the circumstances of the case.

**VERIFICATION:**

I, Mr. P.K. Chandy, resident of Parackal, Planthanathu Karottu House Poovanthuruthu P.O, Panachikadu Village Kottayam Taluk, Kottayam District-686012, hereby declare that I have not 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**