



# MANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

(Wholly owned Government of Karnataka Undertaking)

## **FINAL ORDER ON SUPPLEMENTAL CLAIMS** **UNDER CLAUSE 29.03 OF KERC CONDITIONS OF SUPPLY**

To,

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### **FINAL ORDER**

Whereas, you have been served with a Notice No. \_\_\_\_\_  
\_\_\_\_\_ dated \_\_\_\_\_ requesting you to pay sum of Rs. \_\_\_\_\_/-  
towards Verification of your account by audit/ Recording of faulty meter/ Short  
claims due to erroneous billing /Audit short claim pertaining to your  
RR.No. \_\_\_\_\_, Account ID \_\_\_\_\_ and you have filed/ not filed your  
objections to the Provisional Assessment.

Having considered your objections, I proceed to pass a Final Order assessing your  
liability to MESCOM, details of which are as under.

You are liable to pay Rs. \_\_\_\_\_/- (Rupees \_\_\_\_\_ only) to  
MESCOM within 15 days from the date of this order.

If you are aggrieved by the final order passed herein, you are at liberty to file  
grievance/ complaint against this order before Hon'ble Consumer Grievance  
Redressal Forum as per KERC (Consumer Grievance Redressal Forum and  
Ombudsman) Regulations 2004.

Assistant Executive Engineer  
(with seal)

Name:

Sub division:

Date:



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### **GENERAL INSTRUCTIONS**

1. This is a Final Order against the Notice for Supplemental Claims issued earlier by the Sub division officer.
2. The Consumer has to make the payment as indicated in the Final Order within 15 days from the date of the order.
3. If the consumer is aggrieved by the Final Order passed herein, he has the liberty to file grievance/ complaint against this order before Hon'ble Consumer Grievance Redressal Forum as per KERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations 2004
4. For any clarifications please contact concerned Sub Division office
5. **Indicative Maximum time limit**
  - ✓ For supplemental claims, the AEE shall serve a Provisional Assessment order with 15 days notice to the Consumer to file his objections, if any, against the Provisional Assessment Order and obtain his reply.
  - ✓ After considering the objections of the Consumer, the AEE shall issue the Final Order. The Consumer shall be intimated to make the payment within 15 days from the date of intimation, failing which, the power supply to the installation shall be disconnected and such amount shall be deemed to be arrears of electricity charges. The Licensee shall indicate in the final order, the provisions of K.E.R.C.

For any Electricity Complaints / Suggestions, please call MESCOM Helpline  
**18004251917** or visit: [www.mesco.in](http://www.mesco.in).