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**BEFORE THE CONSUMER GRIEVANCES REDRESSAL
FORUM (CGRF), GOVERNMENT OF GOA,
ELECTRICITY DEPARTMENT, VIDYUT BHAVAN,
4TH FLOOR, VASCO, GOA.**

Complaint/Representation No. 13/2021/282

Shri . Abubakar Dangi,
H.no. C-32, Khariwada,
Vasco - Goa.

..... Complainant

V/S

1. The Chief Electrical Engineer,
Electricity Department,
Government of Goa,
Vidyut Bhavan, Panaji, Goa.

2. The Executive Engineer,
Electricity Department,
Div- XI, Vasco - Goa.

3. The Assistant Engineer,
Electricity Department,
Div- XI, S/D-I (U),
Vasco - Goa.

..... Respondents

Present:

1. Complainant appeared in person
2. Shri. Sanjeev Mhalsekar and
Smt. Milan Fadte

..... for the Respondent

Dated: - 12/03/2021.

ORDER

Per Smt Sandra Vaz e Correia, Independent Member.

1. The complainant is a resident of Kharewaddo, Vasco da Gama and is a consumer of the licensee Department under CA no. 60001507999 standing in the name of Adam Ali. He is aggrieved by the sudden exorbitant bill of Rs. 525923/-. His inquiries

Sandra Vaz e Correia

with the Department revealed that there was an error in meter reading ever since the meter had been replaced and was billed for lesser units. He also requests for installment facility to pay the arrears.

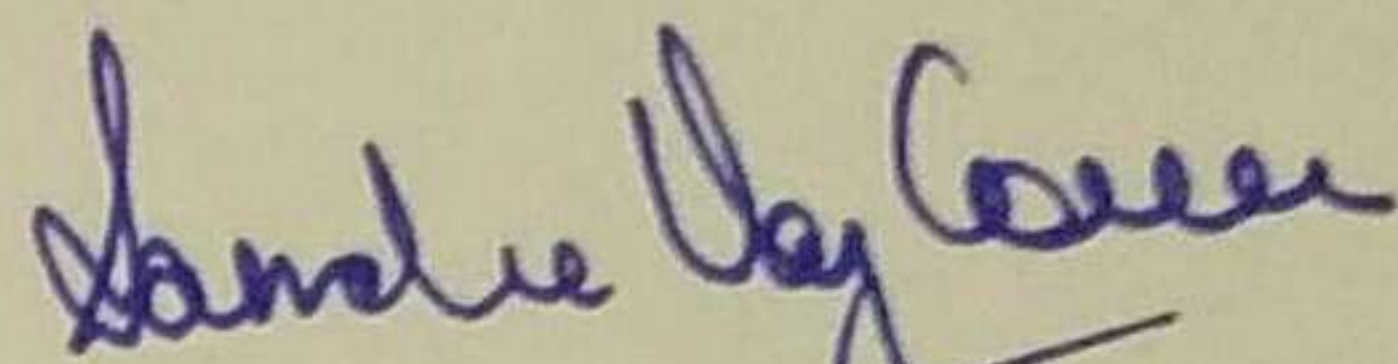
2. In its reply filed through Asst Engineer (Com) Elect. SD-I (U) Vasco da Gama, Department admitted an error in meter reading since installation of a new meter on 03.03.2015. The meter readers were recording four-digit readings, unaware that "Nakoda" make meters were not having decimal point. The correct reading was brought on 13.09.2019. It was inspected by the concerned JE and found correct. Accordingly, the bills were revised from 03.03.2015 to 16.01.2021, the principal working out to Rs. 263140/- and DPC to Rs. 275984/-.
3. At the hearing, the complainant appeared in person while Shri Sanjeev Mhalsekar and Smt Milan Fadte, both AE's, represented the Department.
4. Error in meter reading is admitted by the Department. It is their case that ever since the new meter of "Nakoda" make was installed on 03.03.2015, the meter readers were recording four-digit readings, unaware that "Nakoda" make meters were not having decimal point. The error was noticed only in September 2019 whereafter the installation was inspected and bills were revised incorporating the unbilled amount of Rs. 539124/-.
5. The consumer cannot be penalized for the Department's error. He does not dispute the consumption of power, but requests for payment of the arrears in 60 installments.
6. It would be in interest of justice to allow the complainant's prayer for payment of arrears in installments. Charging of DPC would be unfair in the facts and circumstances.

Sanjeev Mhalsekar

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7. In view of the foregoing, I pass the following order:

1. The complaint is allowed.
2. The arrears/unbilled amount of Rs. 263140/- shall be recovered from the consumer in equal installments over the next 36 billing cycles without DPC.
3. Department shall report compliance within 30 days from date of receipt of this order.
4. Complaint stands disposed accordingly.



SANDRA VAZ E CORREIA
(Member)