

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

**Complaint/Representation No. 04/2021/242**

M/s. Ashtek Consultancy Private Limited,  
Unit No.306, Gera Imperium Grand,  
Patto Plaza, Panaji,  
Goa - 403001.

..... Complainant

**V/S**

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

2. The Executive Engineer,  
Electricity Department,  
Div- VI, Mapusa - Goa.

3. The Assistant Engineer,  
Electricity Department,  
Div VI, S/D - II,  
Porvorim - Goa.

..... Respondents

**Present:**

1. Shri. Rahul Sharma

..... for the Complainant

2. Shri. Sydney D'Costa

..... for the Respondent

**Dated: - 17/02/2021.**

**ORDER**

Per Smt Sandra Vaz e Correia, Independent Member.

1. The complainant is the owner of a flat at Torda, Salvador do Mundo bearing house no. 1199/12/T1. They are aggrieved by

*Sandra Vaz e Correia*



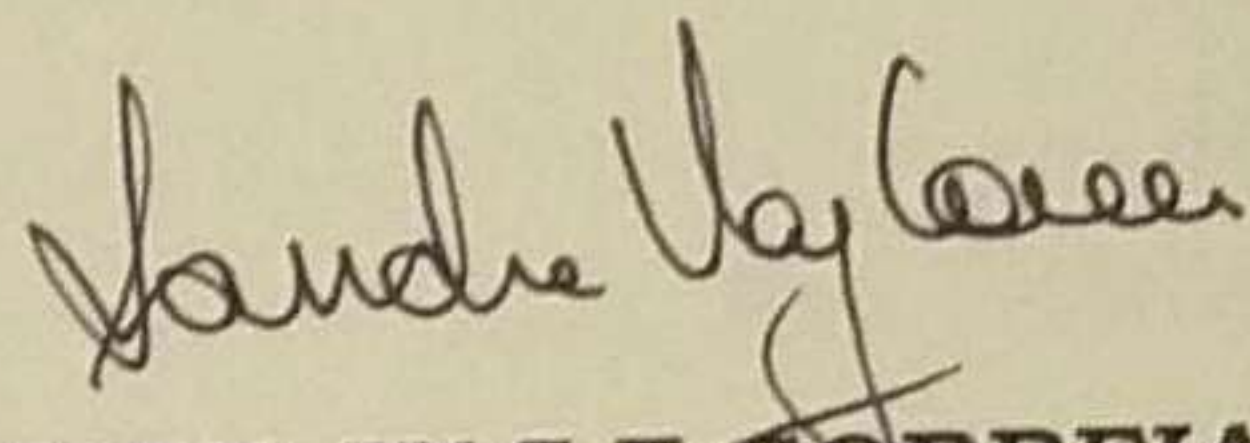
the bill for Rs. 20651/- for the period from 14.08.2020 to 15.09.2020. It is their case that the flat was closed during the period and it was not possible for high consumption of 4620 units as recorded by the meter. The meter was sent for testing; however, it was found to be okay. They have approached this Forum for relief.

2. On the other hand, Department has contested the complaint. It is their case that on receipt of the complaint from the consumer, the energy meter was replaced and the old meter was sent for testing to MRT Lab Corlim. However, the test report dated 23.12.2020 opined that "percentage of error of the meter is found within permissible limit". The result was communicated to the consumer on 07.01.2021. The meter was free from error and hence the consumption recorded was correct.
3. At the hearing, the complainant was represented by Shri Rahul Sharma while Shri Sydney D'Costa AE Porvorim represented the Department. Department also filed a billing statement of the complainant's installation from 13.07.2021 to 03.02.2021.
4. I have perused the records and given due consideration to the submissions of the parties. A glance at the billing statement produced by the Department does indicate a sudden spurt in consumption during the period 14.08.2020 to 15.09.2020. The three previous billing cycles recorded an average of 61 units, while the three subsequent billing cycles recorded 176 units. Barring the disputed period, the consumption pattern does give credence to the complainant's claim that the premises are closed/unused. The meter testing ought to have been done in presence of the complainant which does not appear to have been the case.

*Sande D'Costa*



5. In the foregoing backdrop, I find considerable merit in the complaint. The complainant has established the preponderance of probability of an erroneous reading having been recorded by the energy meter during the period 14.08.2020 to 15.09.2020.
6. Hence, I pass the following order:
1. The bill dated 15.10.2020 is hereby set aside.
  2. The bill shall be revised considering consumption of 60 units during the 33-day period. Such revised bill shall be issued within 30 days from receipt of this order and compliance thereof shall be reported to the Forum within 40 days.
  3. The complaint stands disposed accordingly.

  
**SANDRA VAZ E CORREIA**  
(Member)