

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

Complaint/Representation No. 24/2020/147

Shri. Santosh Shaba Gaonkar,
H.No. 33, kodar
Ponda – Goa.

..... Complainant

V/S

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

2. The Executive Engineer,
Electricity Department,
Div- X, Ponda - Goa.

3. The Assistant Engineer,
Electricity Department,
Div-X, **S/D-II**,
Ponda - Goa.

..... Respondents

Present:

1. Complainant appeared in person

2. Shri. Deepak K Naik

..... for the Respondent

Dated: - 08/09/2020.

ORDER

Per Smt Sandra Vaz e Correia, Nominated Member.

1. This order shall dispose the complaint/representation dated
14.08.2020 filed by the complainant. The complainant is


Sandra Vaz e Correia

aggrieved by the exorbitant bills received between 10.01.2020 and 29.07.2020. In brief, it is his case that on receipt of the inflated bills, he wrote to the Department on 04.06.2020 whereupon the bills were corrected. However, he was not satisfied.

2. In its reply filed through EE (Div X) Curti Ponda, Department submitted that although the energy meter was replaced on 28.05.2019, the date of replacement in SAP was inadvertently recorded as 18.01.2020. After correcting the error, an amount of Rs. 55,124/- was reversed and the bill was reduced to Rs.4060/- to which the consumer was satisfied.

3. We heard the parties via videoconferencing. Complainant appeared in person, while Shri Deepak K Naik EE represented the Department. The parties conveyed their consent to a single member deciding the complaint. The complainant stated that the bill had been rectified to his satisfaction and that the same had been paid.

4. In view of the complainant's statement above, this complainant stands disposed as redressed.


SANDRA VAZ E CORREIA
(Member)