

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

Complaint/Representation No. 26/2020/170

Shri. Sidharth Y. Parulekar,
H. No. 7/50 A,
Salmona, Saligao,
Bardez - 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- VI, Mapusa - Goa.

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

..... Respondents

Present:

1. Complainant present in person

2. Shri. Sydney D.S. Costa

..... for the Respondent

Dated: - 11/11/2020.

ORDER

Per Smt Sandra Vaz e Correia, Nominated Member.

1. This order shall dispose the complaint dated 07.09.2020. In brief, it is his case that the electricity bill for the period from 23.06.2020 to 01.07.2020 was issued on 29.08.2020 showing consumption as 353 units, which, according to him, was very

Sandra Vaz e Correia

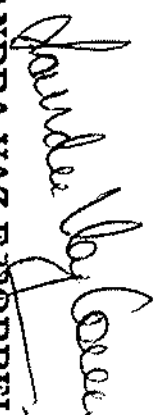
high. Further, it is his case that the amount of Rs. 44,757/- was too high and beyond his means to pay. He seeks verification and correction of the bill.

2. Per contra, the Licensee Department, in its reply filed through AE (Com) Elect. SD II Porvorim, submitted a detailed statement of the consumption recorded by the removed meter (9886828) and that recorded by the new meter (22842971-2). The old meter was sent for testing to MRT Lab Corlim and the test report stated that the percentage of error of the meter was found within permissible limit. They seek dismissal of the complaint.

3. I heard the parties on VC. They conveyed their no-objection to a single member deciding the matter. Initially, the parties were asked to explore the possibility of an amicable settlement and the hearing was adjourned by a month. However, the parties reported that they were unable to resolve the dispute.

4. The MRT test certificate clearly rules out any defect or deficiency in the old meter; hence I presume the correctness of the consumption and consequently the bills issued by the licensee Department. Hence, prima facie, the bills raised by the Licensee between 22.10.2019 and 24.09.2020 cannot be faulted.

5. However, in the peculiar facts and circumstances and in the interest of the consumer, no delayed payment charges (DPC) shall be charged on the outstanding arrears as they exist on date of this order. The Licensee Department shall advise the complainant of the revised outstanding amount (less DPC) within 30 days from receipt of this order and report compliance to this Forum. The said amount shall be paid by the complainant in full within 15 days thereafter. The complaint stands disposed accordingly.


SANDRA VAZ E CORREIA
(Member)