

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

Complaint/Representation No. 23/2020 /13]

Shri. Shrikant Vagalker,
1, Do Rosario Chambers,
Swatantra Path,
Vasco - De - Gama, 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,
Vasco - Goa.

..... Respondents

Present:

1. Complainant present in person

2. Shri. Sanjeev Mhalselkar

..... for the Respondent

Dated: - 26/10/2020.

ORDER

Per Smt Sandra Vaze Correia, Nominated Member.

1. This order shall dispose the representation dated 31.07.2020 filed by the complainant. In a nutshell, it is the complainant's case that his shop premises at Sonia Apartments, Vasco da

Sandra Vaze Correia


Gamma is closed since October 2005 and meter was permanently disconnected in October 2005, but he received a bill for Rs. 3,45,104/- on 11.10.2017. He wrote to the Department about it on 11.05.2018, but the grievance remained unredressed.

2. In its reply, Department submitted statement of accounts of the complainant's connection revising the outstanding amount to Rs. 64,122/- and waived off an amount of Rs. 3,24,265/-. It was explained that billing was not stopped in the computer system after permanent disconnection thereby erroneously leading to the disputed bill for Rs. 3,88,387/-.

3. I heard the parties over video conference call. Complainant appeared in person while Shri Sanjeev Mhalsekar AE represented the Department. They represented that they have no objection to a single member deciding the matter.

4. The complainant is satisfied with the revision of the bill and agreed to pay the amount of Rs. 64,122/-. However, he requested that his application for new connection be considered expeditiously. To this, Shri Mhalsekar assured that the request for new connection would be processed within 10 days of clearing of old dues. The statement is accepted.

5. In view of the above, the complaint is disposed of accordingly.


SANDRA VAZ E. CORREIA
(Member)