

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

Complaint/Representation No. 36/2020

Shri. Ruben Quadros,
House No. 204,
Altess Manor Block C,
Caranzalem, Panaji,
Goa - 403002.

..... Complainant

V/S

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

2. The Executive Engineer,
Electricity Department,
Div- I, Panaji - Goa.

3. The Assistant Engineer,
Electricity Department,
Div- I, S/D-IV,
Taleigao - Goa.

..... Respondents

Present:

1. Complainant appeared in person

2. Shri. G. Kuttikar

..... for the Respondent

Dated: - 14/01/2021.

ORDER

Per Smt Sandra Vaz e Correia, Independent Member.

1. This order shall dispose the complaint dated 28.12.2020 filed by the complainant. The complainant is a resident of Altess Manor,

Sandra Vaz e Correia

Caranzalem, Panaji. He is aggrieved by the allegedly exorbitant bills issued to him ever since change of meter in August/September 2019. It is his case that he did not receive any bills after change of the meter. He received a bill dated 22.02.2020 for Rs. 73112/- of which he was forced to make part payment of Rs. 35000/- to avoid disconnection. This was followed by a bill dated 28.08.2020 for an "unrealistic" amount of Rs. 95627/-. This included Rs. 15381.94/- for consumption of 3529 units. His consumption prior to August 2019 was in the range of 800 units. He seeks the intervention of the Forum for redressal of his grievance.

2. Per contra, in its reply through AE S/D IV Taleigao, Department contended that the installation was in the name of one Savio Mascarenhas and not in the name of the complainant. That the consumer had been correctly billed on basis of actual consumption. The consumer was entitled to get the meter tested for accuracy on payment of charges. The consumer Savio Mascarenhas was a defaulter having part paid Rs. 35000/- against the bill of Rs. 73122/- issued on 22.02.2020. Disconnection notice had been issued prior to filing of the complaint. They pray for dismissal of the complaint.
3. The parties were called for hearing at which time the complainant appeared in person while Shri G. Kuttikar AE represented the Department; he submitted a billing statement of the installation. I heard them at length. The complainant, while reiterating his case, submitted that he was occupying the premises as a tenant of Savio Mascarenhas and that he was the beneficiary of the service rendered by the Department and was paying the bills. Departmental representative stated that the bills had been issued as per actual consumption and that the consumer was liable to pay the same.
4. I perused the records and gave due consideration to the submissions advanced by the parties. The billing statement submitted by the Department throws light on the consumption recorded by the energy meter between 24.01.2019 to 25.11.2020. Prior to change of the meter (i.e., between 24.01.2019 to 28.07.2019) the average consumption was about 461 units. Post the change of meter, the average consumption shot up to about 2300 units. The reason for this spike is not explained by the Department. Secondly, the consumption recorded on 03.03.2020 (2078), 29.04.2020 (3820) and 01.08.2020 (3529) again shows a sudden inexplicable surge. The

Shri G. Kuttikar

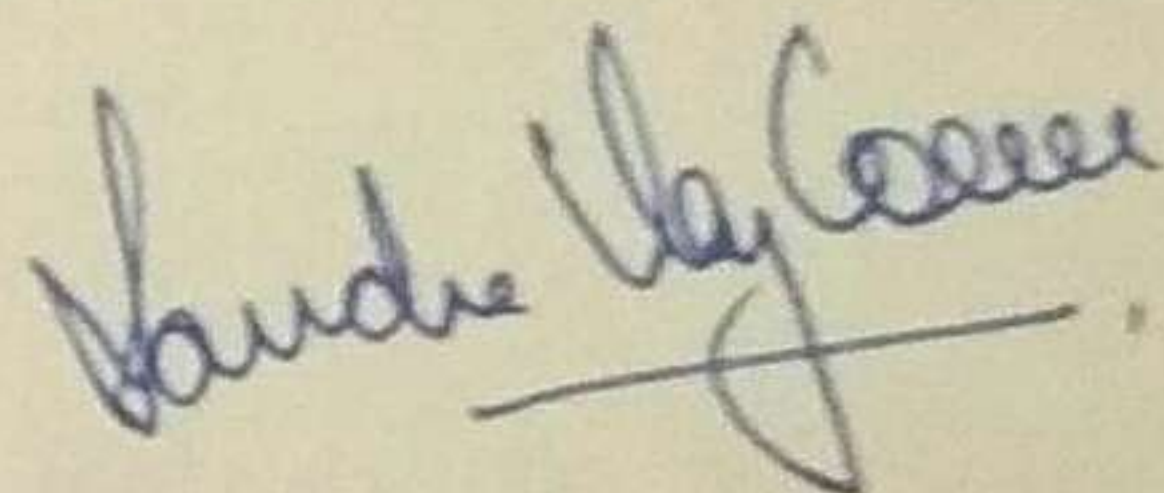
consumption then drops down to around 1350 units in the three cycles thereafter.

5. Prima facie, there appear to be some irregularities in the consumption recorded by the meter. In my considered opinion, in this case, interests of justice would be served if the bills issued with MR date 03.03.2020, 29.04.2020, 29.05.2020 and 01.08.2020 are revised as per average consumption of 1320 units recorded in the three subsequent billing cycles. Further, the claim of non-receipt of bills by the complainant has not been denied by the Department. Hence, in my view, DPC ought to be waived.

6. Hence, I pass the following order:

- (a) The complaint is partly allowed;
- (b) Department is directed to revise the bills issued with MR date 03.03.2020, 29.04.2020, 29.05.2020 and 01.08.2020 considering average consumption of 1320 units, and without DPC;
- (c) Department is directed to revise all bills issued after change of meter in July 2019 by waiving DPC on unpaid amounts if any;
- (d) Upon revision of bills as above, the arrears if any that accrue shall be recovered in equal installments over the next six billing cycles without DPC;
- (e) Compliance of this order to be reported within 30 days.

7. The complaint stands disposed accordingly.



SANDRA VAZ E CORREIA
(Member)