

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

Complaint/Representation No. 02/2021/238

Shri. Menino Rodrigues,
House No.71, Ward No. IX,
Kantem Baina,
Vasco Da 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-III,
Mormugao, Vasco - Goa.

..... Respondents

Present:

1. Complainant appeared in person

2. Shri. Nitin Verlekar

..... for the Respondent

Dated: - 08/02/2021.

ORDER

Per Smt Sandra Vaz e Correia, Independent Member.

1. The complainant is a resident of House no. 71 at Katem Baina,
Vasco da Gama. His grievance is that his normal average

Sandra Vaz e Correia

consumption was around 300 to 400 units per month. Suddenly, it shot up to 2045 units in April 2020, 945 units in May and June 2020, 2133 units in July and 2434 units in August 2020. He received a bill for Rs. 29640/-. Fearing disconnection, he paid an amount of Rs. 13279/- against the bill of August 2020. Following his complaint in September 2020, Department fixed a parallel meter which recorded 36 units in 3 days as against 150 units during the same period recorded by the regular meter. By letter dated 30.09.2020, he asked the Department to replace the defective meter and to charge him on average basis. However, the Department turned a deaf ear to his plea. He is now before this Forum seeking revision of bills issued during the period from April 2020 to October 2020.

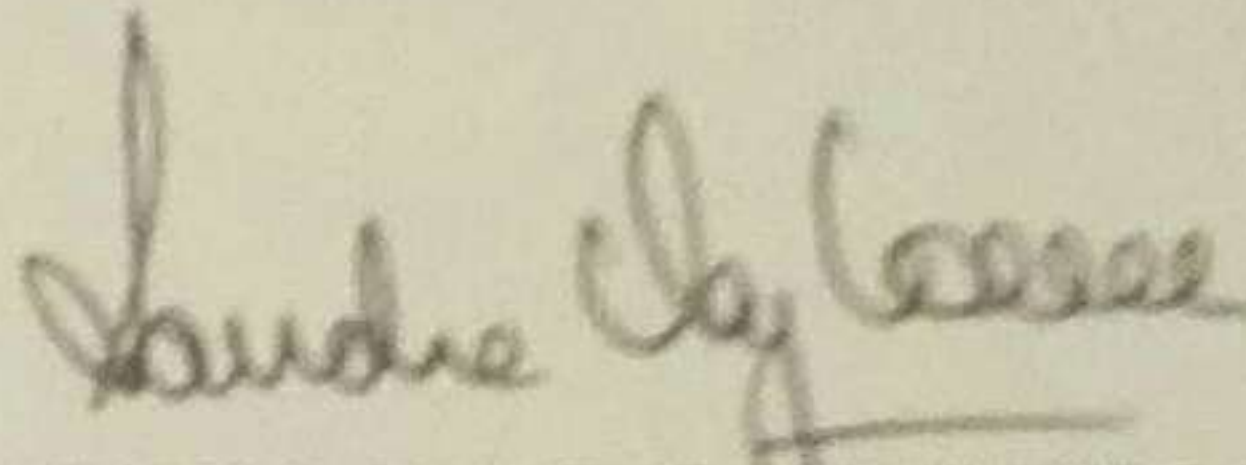
2. Per contra, Department contested the complaint and claimed that all bills had been issued as per actual consumption. The defective meter had been sent for testing to MRT Lab Margao who had found it to be OK. However, it was admitted that the meter was connected in parallel on 23.09.2020 and removed on 28.09.2020, and that the consumption recorded by parallel meter was 34.5 units as against 150 units recorded by the consumer connected meter over the five-day period. The meter was replaced on 06.10.2020 and sent for testing. Copy of billing statement and MRT test report were produced.
3. The parties were called for hearing at which time the complainant appeared in person, while Shri Nitin Verlekar AE represented the Department. I heard them at length.
4. A perusal of the statement produced by the Department clearly indicates a sudden spike in consumption between 21.05.2020 to 05.10.2020. The malfunctioning of the meter is confirmed by the consumption recorded by the parallel meter fixed by the Department; the former recording almost $4 \frac{1}{2}$ times less consumption. Although the meter was tested by MRT and found

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OK, the test was conducted without intimating the consumer as required under the rules. In this factual matrix, in my opinion, the benefit of doubt has to be given to the consumer. The consumer has established the preponderance of probability of malfunction of the meter.

5. Hence, I pass the following order:

1. The complaint is allowed.
2. The Department shall revise all bills issued to the complainant during the period (MR date) from 21.05.2020 to 05.10.2020, and shall calculate the consumption based on average of the preceding three billing cycles i.e., between 13.01.2020 to 16.03.2020.
3. The revised bill as above shall be issued within 30 days, and compliance shall be reported to this Forum within 40 days from receipt of the order.
4. The complaint stands disposed accordingly.


SANDRA VAZ E CORREIA
(Member)