

(1)

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

Complaint/Representation No. 11/2020/140

Shri. Suryakant P. Parwar,
R/O House No. S-6,
Merces Pindar Housing Society,
Murda, Moloca, Merces,
Tiswadi, Goa (403 005).

..... 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 III,
Bambolim - Goa.

..... Respondents

Present:

1. Complainant appeared in person

2. Shri. Edwin Miranda

..... for the Respondent

Dated: - 10/08/2020.

ORDER

Per Smt Sandra Vaz e Correia, Nominated Member.

This order shall dispose the representation dated 08.06.2020 filed by the complainant. In a nutshell, it is his case that the energy bill of his flat at Merces Tiswadi were in the range of Rs. 180/- to Rs. 679/-, but

Sandra Vaz e Correia

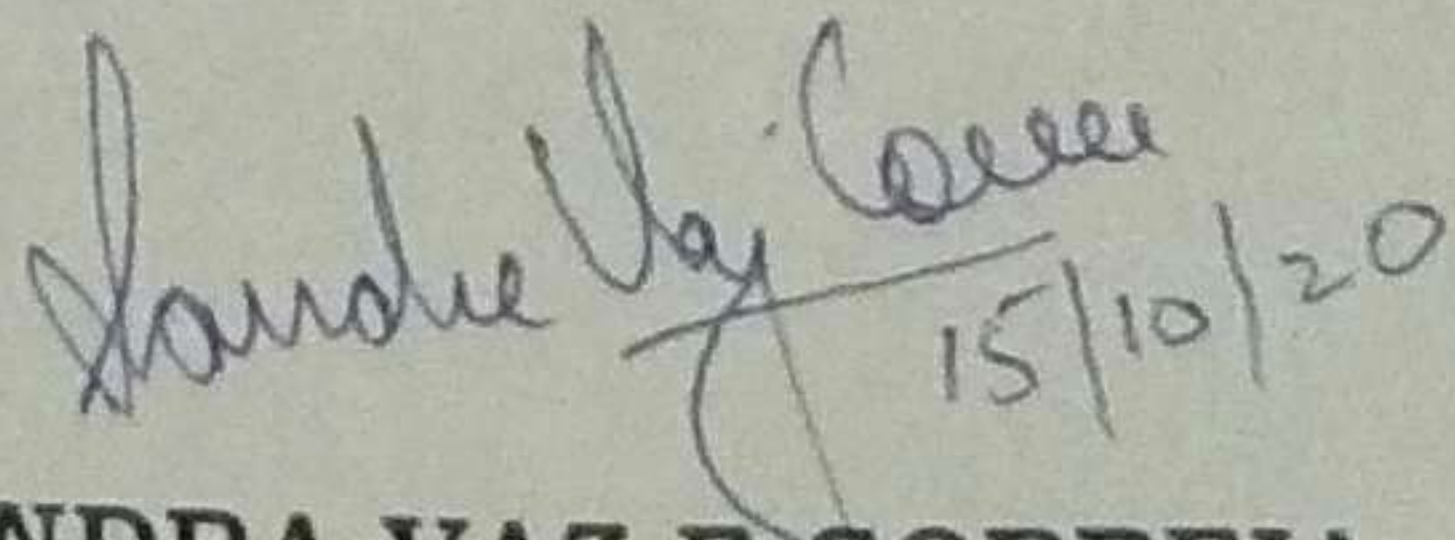
ever since the replacement of the meter by the Licensee Department, the bills have shot up to between Rs. 2235/- and Rs. 3910/-. He suspected the meter to be faulty. He wrote to the Department on 12.03.2020 but received no response.

Per contra, Department contended that the old analog meter was replaced with new electronic meter during the drive to replace old/non-working meters and that the consumption recorded by the new meter was correct. The Department issued a letter dated 07.04.2020 in reply to the consumers letter dated 12.03.2020. The consumer was at liberty to get the meter tested.

At the hearing via videoconferencing, the complainant appeared in person while Shri Edwin Miranda AE represented the Department. Both sides conveyed their consent to a single member deciding the matter. In course of the hearing, at the suggestion of the Forum, the parties agreed to fixing of a parallel check meter in the consumer's premises.

The check meter was installed, and it appears that no defect was noticed in the energy meter. In fact, the Forum is in receipt of a communication today from the complainant that the check meter was fixed from 20.07.2020 and 30.07.2020, and a difference of only one unit was noticed, and that he was satisfied with the exercise and desired to withdraw his complaint.

In view of the above, nothing survives in this complaint and the same stands disposed as redressed.


15/10/20
SANDRA VAZ E CORREIA
(Member)