

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

Complaint/Representation No. 41/2021/159

Shri. Shekhar M. Gauns,
Chaitanya Medicals,
Shop No. 90,
MMC Market, Mapusa - 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- I(U),
Mapusa - Goa.

..... Respondents

Dated:- 07/12/2021

ORDER

This order shall dispose the complainant/representation dated 08.11.2021 received on 11.11.2021.

Case of the complainant.

The complainant Shekar Gauns is the grandson of the deceased consumer Mr. Babuso R. Gaunso. He holds general power of attorney of the heirs of said Mr. Babuso. The installation is for a medical store "Chaitanya Medicals" at Municipal Market Mapusa.

Shankar V. Gaunso 

The complainant is aggrieved by the high electricity bills for the period 29.12.2020 to 25.02.2021. According to him, there is a four-fold jump in consumption during this period, from average 7 to 8 units per day to 24 to 30 units per day. Again, in the following billing cycle from 25.05.2021 to 01.07.2021, recorded consumption was 907 units. This is against average 223 units per 32 day cycle prior to and after the said period.

He wrote several letters to the concerned Assistant Engineer to revise the bill and even approached the Executive Engineer on two occasions. But to no avail. However, the meter was replaced with a new one and the old meter was sent for testing. The test was conducted in presence of the complainant and the meter was found to be okay. He alleges that there might have been a jump in the meter during the said period leading to recording of high consumption and seeks revision of the bills. The consumer also alleged harassment at the hands of certain Department officials.

Case of the Department.

On the other hand, Department contested the complaint and filed its reply. It is their case that the consumer was billed based on consumption over 147 days. The meter was tested in presence of the consumer's representative and was found to be within permissible limits. Hence the possibility of meter malfunction is ruled out. If consumer is not satisfied with MRT test result, he can escalate the matter to NABL laboratory. The allegation of harassment meted to the consumer was denied.

Hearing.

We heard the parties on videoconference. The complainant appeared in person while Shri Savio Fernandes AE represented the Department. We heard them at length. In course of the hearing, Shri

Fernandes stated that the new meter had recorded 74 units (Kwh) in 13 days, an average of about 6 units per day.

Findings.

We perused the records and gave due consideration to the submissions of the parties. The disputed period is between 29.12.2020 to 01.07.2021. The average consumption during three billing cycles prior to this period was 719 units over 95 days, and average of about 7.50 units per day. However, there was an unusual and unexplained jump in consumption during the two billing cycles in the disputed period: 5437 units over 183 days, an average of about 30 units (Kwh) per day. Upon replacement, the new meter recorded 74 units in 13 days in the first cycle, an average of about 6 units per day. The statements produced by the Department itself point to a jump in consumption during the disputed period. The consumption returned to normal thereafter. No doubt the meter was found okay at the time of testing by MRT lab, however, in our opinion, the test would not detect a "jump" that occurred two-three months earlier.

In our considered view, the complainant has shown the preponderance of probability of meter malfunction leading to a jump in reading during the period between 29.12.2020 to 01.07.2021. Consequently, the bills issued during the said period would have to be revised.

Order.

In view of the foregoing, we pass the following order:

1. The complaint is allowed.
2. The bills dated 01.02.2021, 01.07.2021 and 03.02.2021 shall be revised considering average daily consumption of 7.50 Kwh per day, and fresh bills shall be issued within 15 days from today.

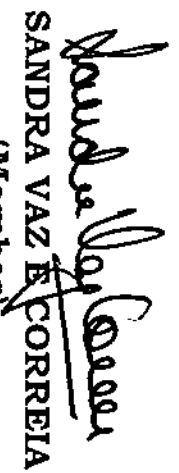




3. Department shall submit compliance report to the Registry of this Forum within 30 days.
4. The complaint stands disposed accordingly.



ASHLEY LEONARD CAMILO NORONHA
(Chairperson)



SANDRA VAZ F. CORREIA
(Member)

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