

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

Complaint/Representation No.06/2021/277

Mrs. Milan R. Naik,  
H. No. 99/1,  
Vijay Nagar – Alto Torda,  
Porvorim, Bardez – 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 – II,  
Porvorim – Goa.

..... Respondents

**Present:**

1. Shri Siddesh R. Naik
2. Shri Sydney Costa

..... for the Complainant

..... for the Respondent

Dated: - 12/03/2021.

**ORDER**

Per Smt Sandra Vaz e Correia, Independent Member.

The complainant is a resident of Alto Torda, Porvorim having installation under CA no. 6005813260. She is aggrieved by the excess charges to the tune of Rs. 2585/- levied by the licensee Department.

*Sandra Vaz e Correia*



Case of the complainant.

In brief, it is the complainant's case that in representation dated 31.07.2020 to the Department, she informed that her old electrical meter had not been replaced. She was getting high electricity bills though the appliances were very less. The Department took away the meter a month later for testing and replaced with a new one. On 14.10.2020, the complainant was informed that the old meter had been sent for testing to MRT Lab and found to be okay. The complaint was called upon to pay the energy bill alongwith arrears.

In the meanwhile, a bill for Rs. 2933.98/- was issued on 24.10.2020 for a period of five days i.e., from 27.08.2020 to 31.08.2020. This, according to the complaint, was excessive as the per day consumption worked out to be Rs. 587/- per day as against daily average of Rs. 70/-. This itself indicated that the old meter was defective. The complainant seeks reimbursement of this amount of Rs. 2933.98/- against which partial payment was made to avoid disconnection.

Case of the Licensee Department.

The Department contested the complaint and filed its reply. Receipt of the representation dated 31.07.2020 was admitted, likewise, the removal of the old meter, its replacement with a new one and sending the old meter for testing was also admitted. The test result was informed to the complainant.

However, on the disputed amount of Rs. 2933.98/-, the Department strongly refuted the complainant's claim. They state that the complainant has misrepresented facts. Putting forth their explanation, they stated that bill no. 10027927766 dated 04.12.2020 comprised the current bill amount of Rs. 8006.35/-, previous bill arrears of Rs. 21783/- and DPC of Rs. 553/-. As the meter was changed, the bill reflected two meter numbers. The (old) meter no. 11878797 consumed 657 units in 05 days (131.4 units per day) and the (new) meter no. 97190855 logged 1346 units in 53 days, which works out to 25 units per day.

*Sanjeev Dayal*



### Hearing.

Parties were called for hearing at which time the complainant was represented by her son Shri Siddesh R. Naik, while Shri Sydney Costa AE represented the Department. I heard them at length.

### Findings.

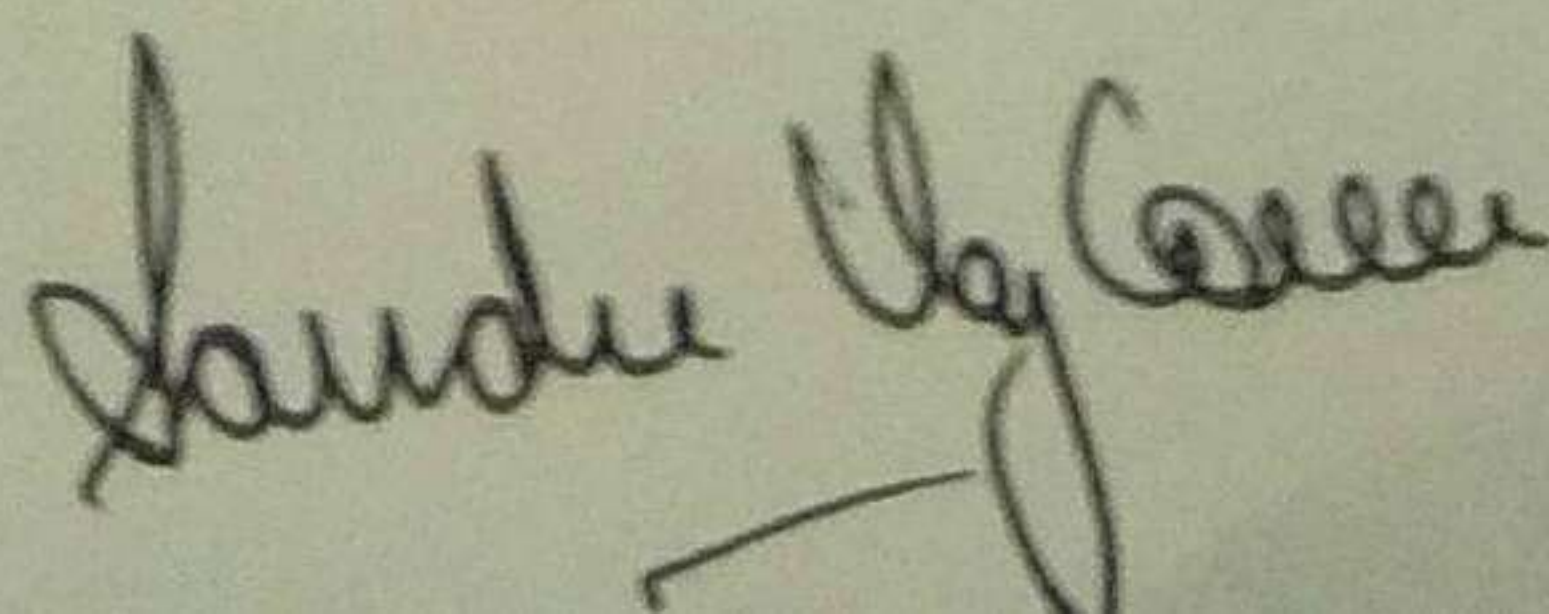
The dispute is regarding exorbitant consumption recorded by the old meter in five days i.e., from 27.08.2020 to 31.08.2020. The Department has vehemently refuted the complainant's claims, however, the data furnished in their reply contradicts their stand. The consumption data from 19.06.2020 to 12.02.2021 is reproduced at page 2 of the reply. The chart exposes a sudden five-fold increase in average consumption during the five-day period. The average consumption of about 27 units per day jumped to 131 units per day. This is admitted at last para of page 2 of Department's reply. Testing of the meter ought to be done in presence of the consumer; this mandatory procedure stipulated in 'Revised Conditions of Supply of Electrical Energy 2012' has been bypassed. Hence, the test result would not bind the consumer/complainant in this case.

In the foregoing facts and circumstances, I find merit in the complainant's claim. The consumption recorded of the five days i.e., from 27.08.2020 to 31.08.2020 would have to be amended to 136 units (instead of 657 units) and the bill revised accordingly.

### Order.

Hence, I pass the following order:

1. The complaint is allowed.
2. The bill no. 10027927766 dated 04.12.2020 is hereby set aside.
3. The said bill no. 10027927766 dated 04.12.2020 shall be revised by reducing the consumption recorded between 27.08.2020 to 31.08.2020 to 136 units. Respondent no. 2 shall

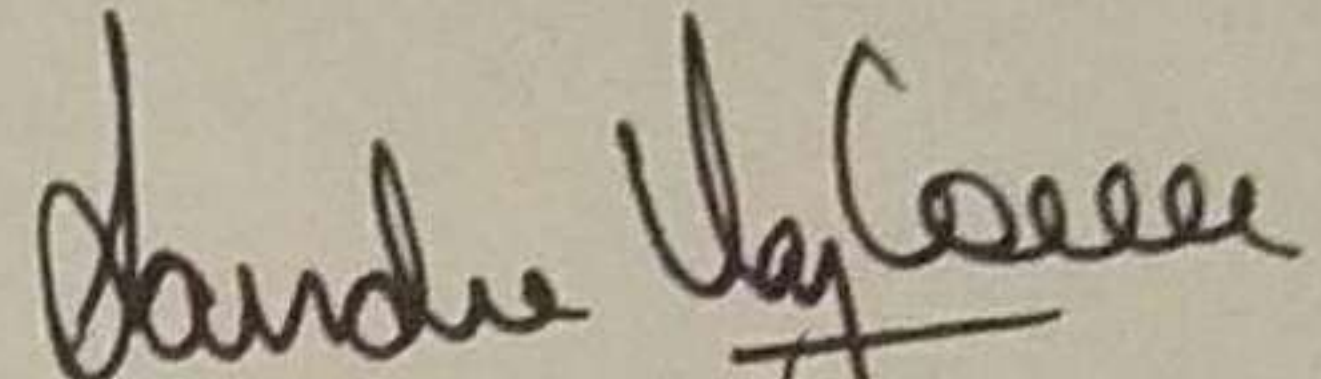




[4]

issue the revised bill to the complainant within 30 days from receipt of this order, and compliance shall be reported to this Forum within 40 days.

4. The complaint stands disposed accordingly.



SANDRA VAZ E CORREIA  
(Member)