

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

Complaint/Representation No. 33/2020/215

Maria M. Pereira,
F. No. BF -4/ 5,
Beside Meera Hotel,
Umta vaddo, Calangute,
Goa - 403516.

..... 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 - IV,
Candolim, Mapusa - Goa.

..... Respondents

Present:

1. Shri. Allan Jacques

..... for the Complainant

2. Shri. Bento Barreto

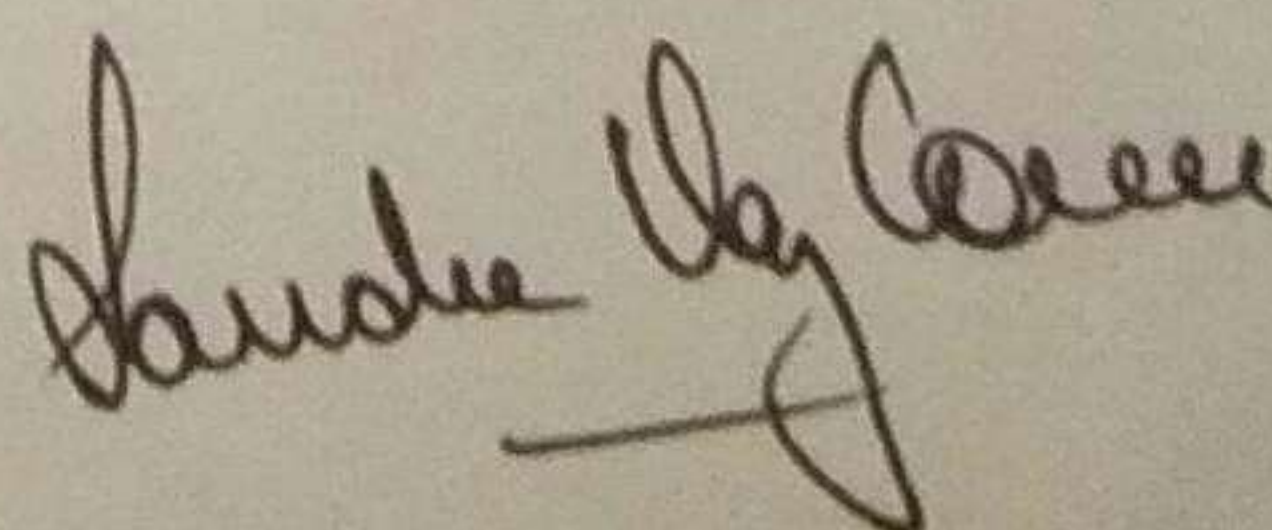
..... for the Respondent

Dated: - 14/01/2021.

ORDER

Per Smt Sandra Vaz e Correia, Independent Member.

1. This order shall dispose the complaint dated 20.10.2020 filed by the complainant. In brief it is her case that she owns a residential

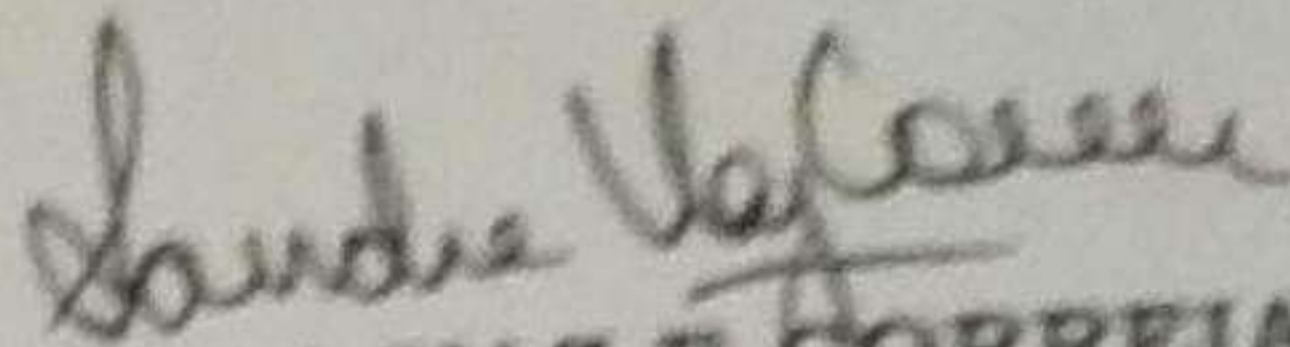


premises at "Sea Pebbles", Umtawaddo Calangute. This premises are closed as she resides permanently in Mumbai, except for a short period in 2018 when she carried out some repairs. However, she received a very high bill of Rs. 34,000/- which according to her was not possible since the supply was switched off. There could be a meter fault or theft of electricity. She sent several emails to the Department but received no response. She requests the intervention of this Forum to redress her grievance.

2. On the other hand, Department initially sought time to analyze the matter. Thereafter it filed its reply dated 06.01.2021 through AE (O&M) Calangute stating that on deeper analysis it was found that the high reading recorded by the complainant's meter was due to meter neutral of the adjoining connection being tapped the return path of the current was through the neutral circuit. Due to this, the complainant's meter was recording in random with adjoining connection meter without the complainant actually consuming any energy. A statement showing consumption by the complainant's meter and adjoining consumer Shri Sawan K W's meter were enclosed. A circuit diagram explaining the mix-up was also enclosed. Department sought approval to revise the complainant's bills.
3. I called the parties for a hearing at which time Shri Allan Jacques appeared for the complainant while Shri Bento Barreto AE represented the Department.
4. I perused the records and gave due consideration to the submissions advanced by the parties. The Department has conducted a detailed analysis of the issue and has fairly conceded that, due to a technical glitch, the complainant's meter recorded the consumption without actually consuming any energy. As suggested by the Department itself, the bills issued to the complainant ought to be revised by nullifying the energy recorded on her meter.
5. In view of the foregoing, I pass the following order:
 1. The complaint is allowed;
 2. The Department shall revise all bills issued to the complainant after installation of the new meter no. SS12457639 on 26.07.2018 by nullifying the consumption recorded by the meter;

Sanjeev V. Guleri

3. The revised bill shall be issued 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)