

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

Complaint/Representation No. 02/2020/55

M/s. Scholar Builders Pvt. Ltd,
Shop No. -1, 20/313/144, Block A,
Ground Floor, Chamunda Residency,
Mitra Bazar, Caranzalem, Goa - 403002.

..... 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 IV,
Taleigao - Goa.

..... Respondents

Present:

1. Shri. M. H. Shaikh
2. Shri. Arun Patil and
Shri S. H. Saodager

..... for the Complainant

..... for the Respondent

Dated: - 18/06/2020.

ORDER

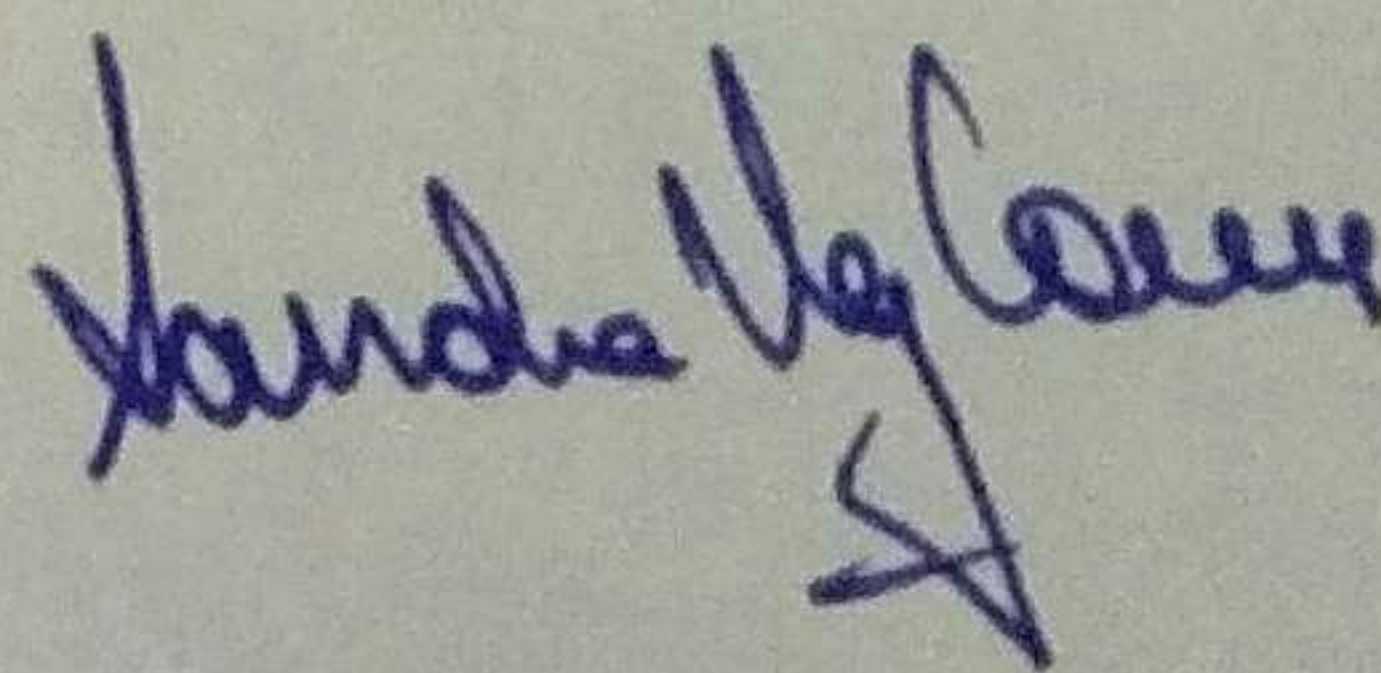
Per Smt Sandra Vaz e Correia, Nominated Member.

1. The complainant is a real estate development company having its office at Caranzalem. They are aggrieved by the letter no. AEE/SD-

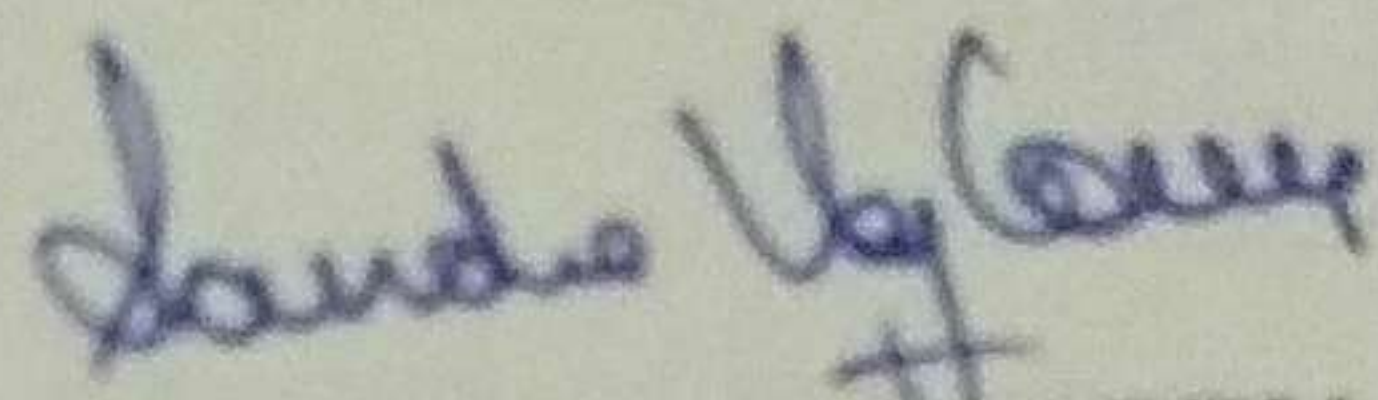
Sandra Vaz e Correia

IV/TLG/19-20/Com/Bill-23/1799 dated 08-01-2020 issued by Asst. Engineer (Com), SD-IV, Taleigao claiming an amount of Rs. 30,95,790/- towards unbilled amount due to application of incorrect multiplying factor since inception. Apparently, MF 1 was applied instead of MF 20 since 19-12-2014. The complainant responded with a letter dated 13-01-2020 objecting to the claim and pointing out the loss that would be caused to them. The Department, in its reply dated 15-01-2020, inter-alia warned of action if the amount due was not paid within 15 days. Hence this complaint.

2. After filing the complaint before this Forum, the complainant issued a letter dated 23-01-2020 to the Department offering to pay the said unbilled amount in 60 installments without DPC.
3. I heard the parties through video conference call. The complainant was present through his authorised representative Shri M H Shaikh, while the Department was represented by Shri Arun Patil, EE with Shri S H Saodager, AE. Both sides conveyed their no objection to a single member hearing and disposing the complaint
4. The complainant requested for waiver of the unbilled amounts of the last two years and that he was ready to pay the balance in installments.
5. I did not find any merit in the stand taken by the complainant, more so in view of his letter dated 23-01-2020 agreeing to pay the entire amount in 60 installments. Department representatives also brought to my notice complainant's letter dated 24-01-2020 that points to the fact that recovery of the amount in installments had already commenced with payment of the first installment of Rs. 51,595/- by demand draft dated 24-01-2020.
6. In view of the foregoing, I pass the following order:
 - (a) The unbilled amounts shall be recovered from the complainant in equal installments over 60 billing cycles without DPC.
 - (b) Department shall report compliance to this Forum within 30 days from receipt of this order.



The complaint stands disposed accordingly


SANDRA VAZ E CORREIA
(Member)