

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

Complaint/Representation No. 23/2021 | 33

M/s. Muktar Minerals Pvt. Ltd,
Plot No. B2 – B3, Phase 1A,
Verna Industrial Estate,
Verna, Salcete – 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 -IV, Margao - Goa.

..... Respondents

Dated: - 06/05/2021.

ORDER

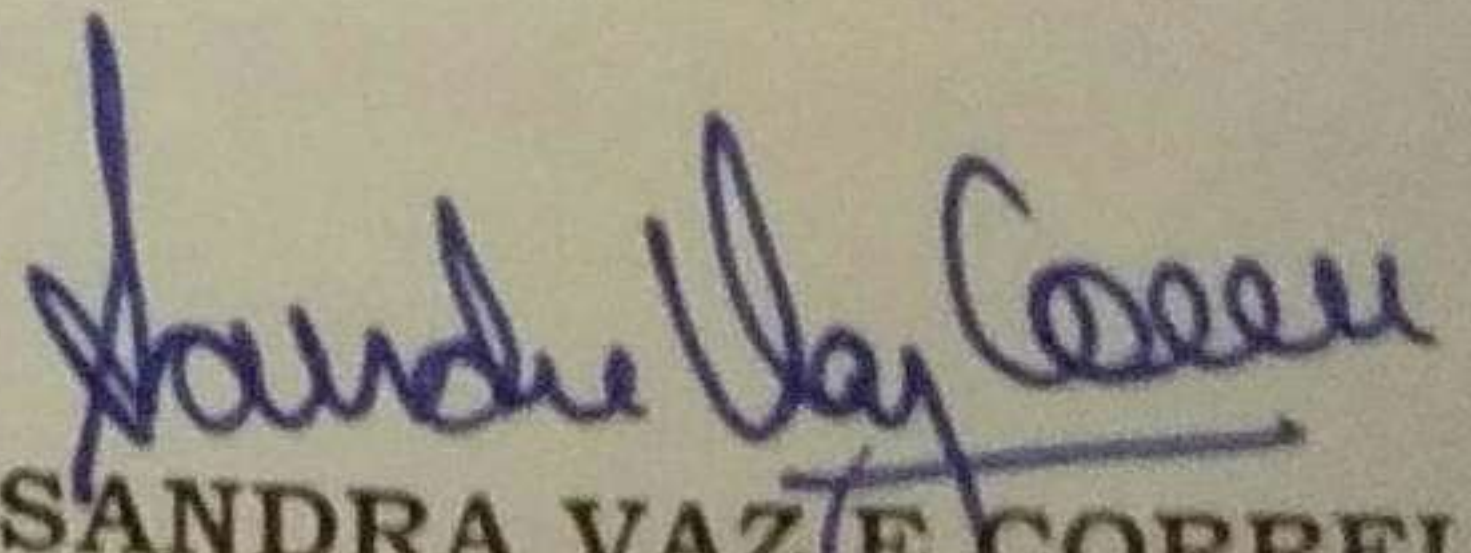
Per Smt Sandra Vaz e Correia, Independent Member

1. The complainant is a private limited company engaged in mining and related activities. They were served with a letter dated 08.06.2020 ref no. EE-IV/O&M/HTC-184/2020-21/702 by Executive Engineer Div IV (O&M) Aquem Margao claiming an unbilled amount of Rs. 41,25,099/- that accrued due to an unintentional error wherein the contract demand from 250 KVA to 650 KVA coupled with CT change from $\frac{12.5}{5}$ to $\frac{50}{5}$ was not updated into the SAP billing system from January 2018 to February 2020. The error came to light when random verification of CT ratios of HT installations was carried out. The arrears were intimated to the consumer in March 2020 and

Sandra Vaz e Correia

detailed statement was furnished in the letter issued on 08.06.2020. The Department admitted that the amount was huge and expressed openness to provide adequate time to effect payment. The complainant pleaded for benefit to pay the amount in 150 installments without penalty more so in view of the "financial crisis" due to current pandemic situation.

2. At the VC hearing, the complainant was represented by Shri Prashant Damu Nayak while Shri Alvito Fernandes, EE, Aquem Margao represented the Department. I heard them at length. The Departmental representative fairly conceded that adequate time could be given to pay the outstanding amount in the peculiar circumstances of the case.
3. I have perused the records and given due consideration to the submissions advanced by the parties. The billing error was for a period of about two years i.e., from January 2018 to February 2020. A year has lapsed since the raising of the claim. The complainant does not dispute the amount. In my considered view, a period of four years to pay the said arrears would be fair and just in the overall facts and circumstances of the case.
4. Hence, the following order:
 1. The complaint is partly allowed.
 2. The amount of Rs. 41,25,099/- claimed by the Department in its letter dated 08.06.2020 ref no. EE-IV/O&M/HTC-184/2020-21/702 shall be recovered from the consumer/complainant in equal installments over the next 48 (forty-eight) billing cycles without DPC.
 3. Department shall report compliance of the order to this Forum within 30 days.
 4. The complaint stands disposed accordingly.


SANDRA VAZ (E CORREIA
(Member)