

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

**Complaint / Representation No. 04/2024/255**

Adv. Melwin Viegas,  
H.No. 89, Borchem Bhat,  
Near Martins Beach Corner,  
Caranzalem, Goa,  
New Hotel Taj Vivanta.

**..... 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**

**Dated : - 22/02/2024**

**ORDER**

1. This order shall dispose the complaint/representation dated 24.01.2024 filed by the complainant. The complainant is a resident of Caranzalem, Panaji Goa; he is aggrieved by the exorbitant bill of Rs. 11889/- dated 25.11.2023.

**Case of the complainant.**

2. In a nutshell, the complainant's case as culled from his complaint is that he is the owner in possession of a premises bearing House no. 89, Borchem Bhat, neat Taj Vivanta Hotel at Caranzalem. The

*Sandeep Viegas*

installation stands in the name of his father late Shri Antonio X. B. Viegas. He received a bill dated 25.11.2023 for Rs. 11889/-, which was much higher than the bills of average amount of Rs. 3000/- to 4000/- received over the last several years. He paid the bill online under protest. However, he has approached this Forum for correction of the bill and to investigate the cause.

### Case of the Licensee Department.

3. Per contra, the Department contested the complaint and entered its para-wise comments through the third respondent. Succinctly, it is their case that the bill was raised on actual consumption. The consumer's consumption pattern indicated several spurts in consumption of above 1000 KWh (28 times) over the last eight years. On receipt of the complaint letter dated 05.12.2023, the consumer had been advised to get the meter tested vide Department's letter dated 18.12.2023, but no request had been received to that effect. The Department insisted that the meter be tested for checking its accuracy.

### Hearing.

4. I heard the parties at length on videoconference at which time the complainant appeared in person while Shri. Bholanath Mavjekar AE represented the Department.

### Findings.

5. I perused the records and gave due consideration to the submissions advanced by the parties. No doubt, prima facie, there appears to be a sudden spurt in consumption over the last four months. However, the consumption pattern as per the statement produced by the Department indicates that this was not the first time. There were 23 occasions when the recorded consumption exceeded 100 KWh since 07.10.2016, and the bills were paid by the complainant without any objection or demur. Hence, in this backdrop, a test of the meter is called for.

*Sandeep G. Guleri*

6. In my opinion, in the facts and under the circumstances, the interest of justice will be met if the meter is tested at the MRT Laboratory with prior notice to and in the presence of the complainant or his authorized representative.

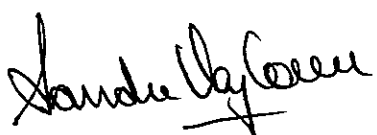
Order.

7. In view of the foregoing, I pass the following order:

- a. This complaint is partly allowed.
- b. The energy meter of the complainant's installation shall be tested at the MRT Laboratory with prior notice to and in the presence of the complainant or his authorized representative.
- c. This shall be done within 21 days from the date of receipt of this order, and compliance shall be reported by the Department to the Registry of this Forum within a week thereafter.
- d. Needless to say, the complainant shall be at liberty to approach this Forum in case he is dissatisfied with the test result.

This complaint stands disposed accordingly.

8. The Complainant, if aggrieved, by non-redressal of his/her grievance by the Forum or non-implementation of CGRF order by the Licensee, may make an Appeal in prescribed Annexure-IV, to the Electricity Ombudsman, Joint Electricity Regulatory Commission for the State of Goa and UTs, 3<sup>rd</sup> Floor, Plot No.55-56, Service Road, Udyog Vihar, Phase-IV, Sector-18, Gurugram-122015 (Haryana), Phone No.:0124-4684708, Email ID: [ombudsman.jercuts@gov.in](mailto:ombudsman.jercuts@gov.in) within one month from the date of receipt of this order.

  
**SANDRA VAZ E CORREIA**  
**(Member)**