

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

Complaint / Representation No. 10/2024/24

Shri. Francis Dsilva,
B 301, Van Vihar, Gokuldham,
Goregaon East, Mum – 63.

..... **Complainant**

V/S

1. The Chief Electrical Engineer,
Electricity Department,
Government of Goa,
Vidyut Bhavan, Panaji – Goa.
2. The Executive Engineer,
Electricity Department,
Div –XVII, Mapusa B - Goa.
3. The Assistant Engineer,
Electricity Department,
Div –XVII, S/D- II,
Mapusa – Goa.

..... **Respondents**

Dated : - 03/05/2024

ORDER

1. The complainant is a resident of Goregaon (East), Mumbai. He is aggrieved by the alleged tampering with his installation by one Marcel Silveira and delay in changing the mechanical meter to a digital one.

Case of the Complainant

2. Briefly stated, the complainant's case as culled from his complaint sent by email is that electricity supply was provided to his house at Bela Vista, Sirsain, Bardez Goa since 1975. However, one Marcel Silveira took an additional connection in the same house with meter

Francis Dsilva

no. A1666084. This was done by tampering with the complainant's meter and installation without his consent. He had complained to the licensee in December 2023 but to no avail. In addition to seeking action against Marcel Silveira for alleged illegal tampering, the complainant also requested to replace the mechanical meter with a digital meter.

Case of the Department.

3. Upon being noticed, the Department filed its reply through the third respondent. It is their case that the connection to the house existed in the complainant's name with CA no. 60003703281 with sanctioned load of 0.84 KW. The total connected load was connected to this meter. Thereafter, one Marcel Silveira who resides in the same house applied for a new connection after producing NOC under the Goa Public Health Act. A separate connection with sanctioned load of 0.94 KW was released. The total connected load of the house was bifurcated between the two meters.

4. The complainant's meter was not working since 12.10.2022; as a result, he was being billed on average basis. The old mechanical meter was replaced with an electronic meter on 26.03.2024. The earlier bills issued to the consumer would be revised.

Hearing.

5. I heard the parties at length on videoconference. The complainant appeared in person while Smt. Reecha Shetye, AE represented the Department.

Findings.

6. I perused the records and gave due consideration to the submissions advanced by both parties.




7. The first question that arises for my consideration is whether the release of electricity connection to Marcel Silveira by the licensee Department was irregular or in breach of norms. It did not appear to be so in view. The licensee has stated that said Marcel Silveira, who is occupying the house, applied for a connection based on NOC issued under the Health Act and on compliance of other formalities. If the complainant is aggrieved with grant of the Health NOC, the remedy would lie before the concerned authority under the Goa Public Health Act. More importantly, Department has clarified that the electricity load to the house has been bifurcated between the two installations. Hence, tampering with the complainant's installation has been ruled out.

8. The next question is regarding replacement of the complainant's mechanical meter with an electronic meter. This issue has been resolved by the Department on 26.03.2024 (albeit after filing of the complaint) as per their reply.

Order.

9. In view of the foregoing, nothing survives in this complaint/representation, and the same stands dismissed.

10. 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, 3rd Floor, Plot No.55-56, Service Road, Udyog Vilhar, Phase-IV, Sector-18, Gurrugram-122015 (Haryana), Phone No.:0124-4684708, Email ID: ombudsman.jercuts@gov.in within one month from the date of receipt of this order.


SANDRA VAZ CORREIA
(Member)