

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

Complaint / Representation No. 17/2024/76

Shri. Dhananjay Atmaram Jog,
H.No. 13/88/43 S,
Chamber, T-3, Near Municipal Market,
Panaji, 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 –I, Panaji – Goa.
3. The Assistant Engineer,
Electricity Department,
Div – I, S/D-II,
Panaji – Goa.

..... Respondents

Dated : - 05/07/2024

ORDER

1. This order shall dispose the complaint/representation dated 23.05.2024 filed by the complainant. The complainant, having an office at Panaji with electricity connection under CA no. 6000007508, is aggrieved by the exorbitant charges displayed on his bills dated 28.03.2024 and 02.05.2024.

Case of the complainant.

2. In a nutshell, the complainant's case as culled from his complaint is that he received a bill dated 28.03.2024 for Rs. 1169/- which was thrice the normal bills. The previous month's bill was Rs. 341/-. He



brought this to the notice of the licensee Department and asked for testing of the meter. The Department installed a parallel (in-series) meter on 16.04.2024 and checked the reading till 24.04.2024. The consumption recorded by both meters was identical. Thereafter, the complainant was shocked to receive the monthly bill dated 02.05.2024 of Rs. 10243/-. The complainant claimed that he was a responsible consumer and that there was no increase in his usage pattern to merit such astronomical bills. The high bills were affecting his monthly budget. He called for this Forum's intervention for redressal of his grievance.

Case of the Licensee Department.

3. Per contra, the Department contested the complaint and filed its say. Succinctly, it is their case that the bills are being issued as per actual consumption recorded by the meter. The complainant's complaint regarding exorbitant bill/defective meter was promptly attended to and another meter was connected in series to the existing meter from 16.04.2024 to 24.04.2024. The consumption difference between the two meters was found to be "0". The consumer was informed by letter dated 25.04.2024. Following the consumer's persistent requests, the Department wrote to him on 20.05.2024 that if he still had any apprehensions about the meter, it could be sent for testing to MRT lab.

Hearing.

4. I heard the parties at length on videoconference. Shri Abdul Walikar represented the complainant while Shri Chetan Nasnodkar AE represented the licensee Department. In course of the hearing, I suggested that the Department inspect the complainant's premises to ascertain the cause of the abnormal consumption that was not commensurate with the actual usage, and adjourned the hearing.
5. On the next date, the parties reported that the inspection was conducted and the (low) usage pattern was confirmed, however the

Abdul Walikar
A

cause of the high consumption being recorded by the meter could not be detected. The Departmental representative also stated that the meter had been replaced with a new one.

Findings.

6. I perused the records and gave due consideration to the submission of the parties. In my opinion, since a new meter has been installed, the impugned bills dated 28.03.2024, 02.05.2024 and any subsequent bills issued based on consumption recorded by the old meter could be revised based on the average consumption recorded by the new meter over the first three billing cycles. In the peculiar facts and circumstances, this step would ensure that justice is done to the consumer while also being fair to the licensee.

Order.

7. Hence, I pass the following order:
- a. The complaint/representation is partly allowed.
 - b. The impugned bills dated 28.03.2024 and 02.05.2024 issued to the complainant are hereby set aside.
 - c. The licensee Department is directed to revise the impugned bills dated 28.03.2024, 02.05.2024 and any subsequent bills issued based on consumption recorded by the old meter by applying the average consumption recorded by the new meter over the first three billing cycles.
 - d. The Department shall report compliance of this order to the registry of this Forum within 30 days from its receipt.
 - e. The complaint stands disposed accordingly. Proceedings closed.
8. The Complainant, if aggrieved, by non-redressal of his/her grievance by the Forum or non-implementation of CGRF order by the Licensee,

Handwritten signature

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 Vihar, Phase-IV, Sector-18, Gurugram-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 E CORREIA
(Member)