

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

**Complaint / Representation No. 33/2024 / 163**

Smt. Rhea Vaz,  
House No. 1/257, Tarcar Garage,  
Near Sapna Hotel, Patto Panjim,  
Goa - 403001.

**.....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.

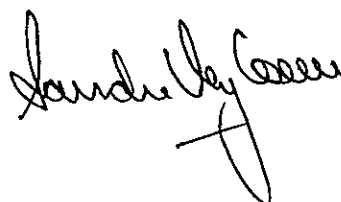
3. The Assistant Engineer,  
Electricity Department,  
Div - I, S/D- II,  
Panaji - Goa.

**..... Respondents**

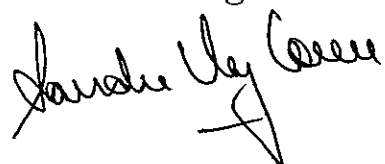
**Dated : - 03/10/2024**

**ORDER**

1. This order disposes a complaint/representation filed by the complainant on 20.08.2024. The complainant is a resident of Panjim Goa. Her supply was disconnected for non-payment of bills. She had made a letter dated 20.03.2024 to the licensee requesting for discount/rebate in the bills, but did not receive any reply. She claims that no notice of disconnection was given. She is running a cafeteria in the premises and requires a period of 10 days to plan the payment of the arrears.

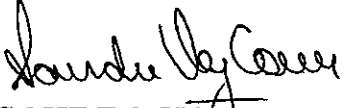


2. On the other hand, the Department's case – as conveyed through the second respondent - is that the complainant is a defaulter who has not paid the electricity bills since 23.01.2023. She made part payment of Rs. 50000/- on 25.01.2024 against the arrears of Rs. 142928/- and gave a written assurance that the balance of Rs. 92928/- would be paid within 15 days. However, the applicant neither paid the balance amount nor paid further bills. As such, the department was left with no alternative but to temporarily disconnect the supply on 12.08.2024.
3. I heard the complainant in person and Shri. Sydney D'souza Costa AE on videoconference.
4. Strictly speaking, the subject matter of this complaint does not come within the jurisdiction of this Forum to entertain and decide. The complainant has not disputed the bills, she admits her liability to pay them but seeks some discount/rebate probably due to some financial difficulties that she is facing. It also appears that she is running a cafeteria in the premises. If the connection is not re-connected and the cafeteria operations resumed, I do not see how the complainant would be able to pay the outstanding arrears.
5. In my view, as an exceptional and peculiar case, the licensee Department should sympathetically consider the complainant's case. The licensee could invoke their discretion to grant installment facility to the complainant to repay the arrears. In light of the foregoing, the complainant is expected to honour the commitments made to the licensee in this regard.
6. I dispose this complaint/representation by requesting the second respondent (Executive Engineer, Div-I, Panaji) to consider the complainant's letter dated 20.03.2024 and grant of installment



facility to repay the arrears as per rules. This shall be done expeditiously, as the said connection is under temporary disconnection. As such, the complainant shall appear before the second respondent on 08.10.2024 at 10.30am for the said purpose.

7. 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 VAZE CORREIA**  
(Member)