

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

**Complaint / Representation No. 38/2024/171.**

Shri. Joe Felix Fernandes,  
Son of Agnelo Fernandes,  
H.No.790/1, Flat CA Caries,  
and Relance Bay View Alto Betim,  
Bardez – 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 - VI, Mapusa A - Goa.

3. The Assistant Engineer,  
Electricity Department,  
Div - VI, S/D- II,  
Porvorim - Goa.

**..... Respondents**

**Dated : - 04/10/2024**

**ORDER**

1. This order shall dispose the complaint/representation dated 21.08.2024 filed by the complainant. He is a resident of Betim, Bardez, and is aggrieved by alleged inflated bills issued between 02.02.2024 and 05.07.2024 coupled with a disconnection notices.

**Case of the complainant.**

2. In a nutshell, the complainant's case is that he is availing of electricity connection for his residential premises at Betim under CA

*Sancho Vey Green*

no. 60005858695. His average monthly/bi-monthly consumption ranges between 250 to 330 units. He has been paying the bills regularly.

3. However, the licensee Department raised a bill dated 02.02.2024 for Rs. 18878/- and showing consumption of 2986 units over 33 days. This was followed by bill dated 04.04.2024 for Rs. 23802/- (including the arrears of the previous bill) with consumption of 538 units over 31 days. The bill also contained a notice of disconnection. The next bill dated 06.05.2024 was for Rs. 35311/- including arrears with consumption of 1143 units over 31 days. The trend continued in June when the bill dated 05.06.2024 was for Rs. 38995/- including arrears with consumption of 1143 units over 31 days. Thereafter the meter was replaced by a new meter. The next bill dated 05.07.2024 was for Rs. 27394/-. The complainant paid Rs. 2230/- against the said bill.
4. There have been alleged irregularities in the amounts claimed in the impugned bills, and he seeks withdrawal or recall of the impugned bills issued between 02.02.2024 and 05.07.2024. He is willing to pay the bills as per actual consumption.

Case of the Department.

5. Per contra, the licensee department contested the complaint and filed its reply through the third respondent. Succinctly, they admit issuance of the bills impugned in the complaint but maintain that the consumer was billed on actual consumption. On the consumer's request vide letter dated 05.03.2024, the meter was sent for testing to MRT Lab Corlim, and percentage of error was found to be within permissible limits. The test result was intimated to the complainant on 30.05.2024. Hence, they are unable to give any credit to the complainant and the complainant must pay the outstanding amounts to avoid disconnection. A statement of account of the complainant's installation was given in paragraph 12 of the reply.

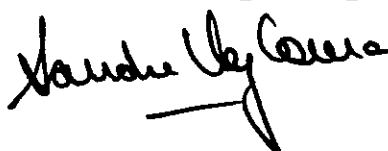
*Sanjay V. Gaur*

Hearing.

6. I heard the complainant in person and Shri Panna D'souza AE at length. They essentially reiterated their stand taken in the pleadings.

Findings.

7. I perused the records and gave due consideration to the submissions advanced by the parties.
8. The facts are largely admitted by both sides. As per the licensee department's own reply, the consumption pattern shows a monthly average of about 215 units in the preceding four-month period between 25.08.2023 and 01.12.2023. Thereafter, the reading taken on 01.12.2023 recorded a quantum jump of 2986 units. This led to the high bill of Rs. 18878/- issued on 02.02.2024. The complainant did not pay this bill, which triggered a domino effect on the account. The subsequent four bills also indicated abnormally higher than average consumption, including 2110 units recorded on 22.04.2024. Finally, the meter was finally replaced on 07.05.2024 and sent for testing.
9. No doubt the MRT test report showed that all was well with the meter. However, it is pertinent to note that there was a significant jump in the meter reading/consumption during the period between 01.12.2023 and 07.05.2024. In my view, the MRT test may not have detected this jump that occurred at a prior point of time. Most importantly, the complainant's consumption pattern returned to "normal" after installation of the new meter, recording a monthly average of 313 units between 07.05.2024 and 03.08.2024. This is a clear vindication that there was a malfunction/jump in the meter that was not detected in the MRT test, and that there was nothing abnormal with the complainant's consumption pattern.



Order.

10. In light of the foregoing, I find considerable merit in the complaint. The impugned bills issued/dated between 02.02.2024 and 05.07.2024 cannot be sustained and are hereby set aside. In the absence of data of the corresponding period in the previous year, these bills will have to be revised based on consumption recorded by the new meter. Hence, I pass the following order:

(a) The complaint is allowed.

(b) The bills issued/dated between 02.02.2024 and 05.07.2024 are hereby set aside.

(c) The licensee Department is directed to revise the above bills impugned in this complaint based on the average consumption recorded in the first three billing cycles of the new meter. The revised bills shall be issued to the complainant within fifteen days from receipt of this order. Compliance shall be reported to the Registry of this Forum within 30 days.

(d) The complaint stands disposed of. Proceedings closed.

11. 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)