

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

Goa/C.G. No. 43/2024/186.

Shri. Francis Rodrigues,  
60, Rua Abade Faria,  
Old Market, Margao, Salcete,  
Goa -403707.

**..... Complainant**

**V/S**

1. The Chief Electrical Engineer,  
Electricity Department,  
Government of Goa,  
Vidyut Bhavan, Panaji – Goa.

2. The Executive Engineer,  
Electricity Department,  
Div - IV, Margao - Goa.

3. The Assistant Engineer,  
Electricity Department,  
Div - IV, S/D- III,  
Navelim - Goa.

**..... Respondents**

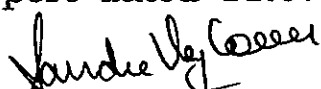
**Dated : - 25/10/2024**

**ORDER**

1. This order disposes of the complaint dated 26.09.2024, in which the complainant alleges improper apportionment of credits during and preceding the period when the meter was faulty.

**Complainant's Case.**

2. Briefly, the complainant, as outlined in his complaint and annexures, received an electricity bill bearing no. 10062784583 for Rs. 6744/-. He promptly raised a concern with the licensee department about defective meter, which was subsequently sent for testing. The MRT test report dated 11.07.2024 confirmed that the



meter was defective. Despite this, no relief was granted concerning arrears of Rs. 5768/-. The installation, registered under name of Mr. Caetano do Rosario Rodrigues, has been active for 34 years without any payment defaults. The complainant contends that Rs. 5768/- reflects the cumulative payment since installation, while asserting that the premises are occupied by only two people.

### **Department's Case.**

3. In response, the Department submitted its reply through the third respondent, contesting the complaint. The Department asserts that after receiving the complainant's complaint, the old mechanical meter was replaced by a new static energy meter on 27.06.2024. Testing confirmed the original meter as faulty, prompting the Department to revise the consumer's bills for the period from 22.02.2024 to 25.05.2024 in accordance with Clause 7.12 of the JERC Supply Code 2018. This clause mandates that billing be based on the greater of either the monthly consumption from the same month in the previous year or the average monthly consumption over the preceding three months. This recalculated bill granted a credit of Rs. 1001 to the complainant, leaving the balance payable.
4. The Department maintained that the complainant was duly informed of the recalculated charges and the credited amount; however, he refused to make full payment, remitting only partial amounts. The Department submits that any misunderstanding regarding the credit was addressed but not accepted by the complainant.

### **Hearing.**

5. I heard both parties via videoconference. The complainant appeared in person, while Smt. Audrey Colaco, Assistant Engineer, represented the Department.

### **Findings.**

6. Upon examining the records and considering the arguments presented, I observe that the facts are primarily undisputed.


*Sandeep Verma*

Therefore, the primary issue for consideration is whether the Department properly applied the credits and adjustments for the period during which the meter malfunctioned.

7. Clause 7.12 of the JERC Supply Code 2018 prescribes billing based on the higher of either the corresponding month's consumption in the previous year or the average monthly usage over the prior three months. The Department presented the complainant's account statement for the previous two years. For the same period from 24.02.2023 to 22.05.2023, the daily average consumption was calculated at 22 units per day (1878 units / 85 days). The Department applied this average for the period from 23.02.2024 to 25.05.2024, representing the three billing cycles prior to the meter replacement, and credited Rs. 1001 to the complainant's account. Based on these records, I find that the Department has adhered to Clause 7.12 of the Supply Code. The complainant's usage pattern has been clearly documented and remains mostly unchallenged, except for one billing cycle.

### **Order**

8. In view of the above discussion, I find no deficiency in the services rendered by the Department. Accordingly, the complaint stands dismissed. Proceedings closed.
9. 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)**