

**Office of the Electricity Ombudsman**  
(For the State of Goa and Union Territories)  
Under section 42 (6) of the Electricity Act,2003  
Plot No- 525-56, 3<sup>rd</sup> Floor, Udyog Vihar Phase IV,  
Sector-18, Gurugram (Haryana) 122015  
Phone No-: 0124 – 4684709. Email ID [Ombudsman.jercuts@gov.in](mailto:Ombudsman.jercuts@gov.in)

**File No- JERC/EO/214/2024**

**Dated – 30.05.2024**

Mr Anthony D'Sa

T-9 Royal Heritage Nailka Vaddo

Calangute Goa 403516

.....Appellant

Vs

The Chief Electrical Engineer

Electricity Department,

Govt. of Goa

Mapusa Sub Division,

Calangute Office Goa

..... Respondent

### Order

This representation was filed on 1<sup>st</sup> May 2024 by Mr Anthony D'SA via Email dated 1<sup>st</sup> May 2024 under Section 42(6) of the Electricity Act 2003 read with Regulations 32 & 33 of Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations 2019.

Following a thorough review of the documents supporting the representation, the Ombudsman issued an admission notice on 3<sup>rd</sup> May 2024. The Ombudsman directed the respondent Electricity Department Goa to file the reply to the complaint filed by the complainant.

The complainant submitted that Excessive Billing, amounting to more than Rs. 6000/- has been experienced over the last one year due to a recently installed faulty Digital Electrical meter. Since its installation, the bills have consistently been very high even though the flat is locked and not occupied for more than one year. The complainant approached the department but the matter is not resolved.

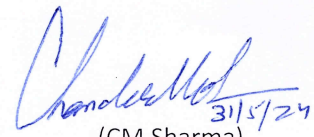
The Respondent's Electricity Department Goa's reply was received in the office of the Electricity Ombudsman on 29.05.2024. In this regard, it has been submitted by the Respondent

that the site was previously inspected by the Assistant Engineer O&M and Commercial and found that the supply from the Appellant's meter was being utilised for another flat in the said building. They asked the Owner/caretaker to open each flat (except for Appellants) and found that the supply from the meter was being fed to flat No. T-8 (T-5), causing the consumption to be recorded on the Appellant's meter.

The reading as on the date of inspection on the Appellant's meter was taken as 1223 KWh, accordingly a bill was issued to the caretaker who immediately cleared the bill. Subsequently, the metering was rectified and assigned to the respective premises.

4. Given the above facts, the appeal is disposed of accordingly.

Dated: 31.05.2024

  
(CM Sharma) 31/5/24

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