

कार्यालय विद्युत लोकपाल
(गोवा राज्य और संघ राज्य क्षेत्र)
Office of the Electricity Ombudsman
(For the State of Goa and Union Territories)
विद्युत अधिनियम, 2003 की धारा 42(6) के तहत
Under Section 42 (6) of the Electricity Act, 2003

Appeal No.131 of 2020

Date of Video Conferencing : 10.12.2020

Date of Order: 14.12.2020

Shri .Newton Fernandes,
Goa

....Appellant

Versus

The Superintending Engineer,
Electricity Department, Goa
and others

....Respondents

Parties present:

Appellant

1. Shri Newton Fernandes

Respondent(s)

1. Shri Alvito Fernandes
Executive Engineer-IV

Date of Order: 14.12.2020

The appeal/representation cited above received in this office through e-office on 25.09.2020 has been filed because CGRF-Goa has not disposed of the same in the required timelines .The matter regarding non-functioning of CGRF/non-passing of order was taken up with Hon'ble Commission and it has been directed vide email/letter dated-15.10.2020 to admit the Appeal. Accordingly the Appeal has been admitted for examination and consideration on 16.10.2020. Due process of law, Rules and Regulations thereon would be followed while considering this appeal/representation.

The Appellant has preferred an Appeal because CGRF-Goa has not disposed of the same in the required time. The matter regarding non-functioning of CGRF/non-passing of order was taken up with Hon'ble Commission and it has been directed vide email/letter dated-15.10.2020 to admit the Appeal. Accordingly the Appeal was admitted on 19.10.2020 as appeal No.131 of 2020. Copy of the same as received was forwarded to the respondents with a direction to submit their remarks/ counter reply on each of the points. A copy of counter reply/Rejoinder was supplied to the Appellant/Respondents as required.

Settlement by Mutual Agreement

Both the parties appeared before the Electricity Ombudsman through Video Conferencing as scheduled on 10.12.2020 and were heard. Efforts were made to reach a settlement between the parties through the process of conciliation and mediation. However, no settlement mutually agreeable could be reached. The hearing therefore, continued to provide reasonable opportunity to both the parties to put forth their pleading on the matter.

(A) Submissions by the Appellant:

Appellant submitted the brief facts as under:-

1. FACTS OF THE CASE

(a). Submissions before the CGRF-Goa:-

The Appellant submitted that last year the residents of Cavorim Molla (Sailabhat / Fatramoll) had written to the Junior Engineer and copy to Asstt. Engineer dated 22.07.2019 (**Annexur-1, as below**), regarding low voltage and irregular electricity supply. This year in the month of May his AC compressor died out due to low voltage. Many at times it was noticed that the AC automatically cuts out due to less voltage. I had to bear a huge loss of Rs 11000. This is what I have faced' not knowing the damages caused to the rest 42 people that have signed the letter. They are also facing problems with dim lights and fans running slow.

A complaint dated 22.07.2019 (**Annexur-1, as below**) has not been attended yet. Also there may be residents who may have extended their load without notice to electricity dept. which could be a cause for a load on the said transformer. An inspection needs to be carried out as per the load. A new transformer has to be installed AASP. For the time being another mobile transformer needs to be connected as to avoid breakdown of electrical appliances.

He complained to CGRF-Goa on 07.07.2020 to direct the Electricity Department to take up the matter on priority, but no order was passed by CGRF-Goa within prescribed time period for want of quorum. Hence this Representation to the Ombudsman.

(Annexure-1)

From
Mrs. Alice D'Sliva,
Chandor – Goa

Date:-22.07.2019

To

The Junior Engineer,
Electricity Department,
Chandor – Goa

Sub: Low Voltage and Irregularity in supply of Electricity

Sir,

We, the following consumers of electricity belonging to the Village of Chandor – Ward Carorim Molla and Fatra Moll beg to inform you that there is low voltage which does not permit ours, fans, A/Cs tube lights has destroyed our electrical appliances due to bad fluctuation. Every evening as we put the lights, the fluctuation of electricity starts. It puts us into great difficulties. The children, who are going to face their examination the next week, are the first victims.

We would be happy if you kindly come for inspection at your convenient. We therefore request you to kindly take early steps to check this problem. We shall be grateful to you for such help.
Yours faithfully,

The Villagers of Chandor – Ward Caorim – Molla and Faramoll.

CC: 1. The Assistant Engineer, Electricity Department, Margao
2. MLA
3. Panch

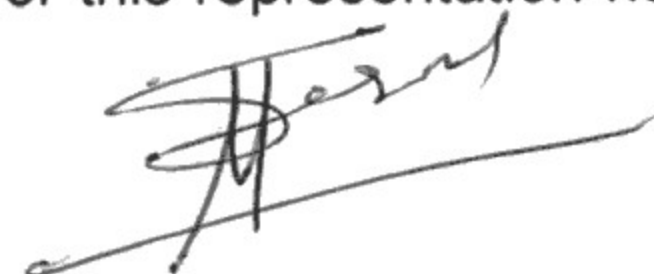
(b) **Submissions before the Ombudsman :-**

Since the CGRF did not pass order in the prescribed timelines , the Appellant then filed the representation in the office of Ombudsman on 25.09.2020 in the prescribed Annexure-IV with grievance regarding low voltage and irregular electricity supply. He further submitted that last year the residents of Cavorim molla (Sailabhat / Fatramoll) had written to the Junior Engineer and copy to Asstt. Engineer dated 22.07.2019 (Annexur-1, as above). He sought following relief from the Ombudsman:-

(i) Compensation w.r.t damage of appliances, under Guaranteed Standard of Performance and compensation to consumers in case of default.

(c) The Appellant has further filed the Rejoinder vide email dated-09.12.2020 as under:-

Three days back a survey was done at my residence and I was told that they are doing a survey to see how much the connected load is. To my surprise the inspection was done only of 21 people out of the 42 complainants. Whereas there are around 80 plus houses that are connected to the same transformer. The dept. should have clearly given the exact sanctioned load on that transformer. This survey was done only for this representation not in the intend to find the exact connected load.



W.r.t para 1 the respondent says that the sanctioned load of 21 people was 85.49 KW (not knowing the rest 60 houses) and the connected load was 106.8 KW on a 63 KVA transformer. As per the respondent the dept. is allowed to load a transformer up to maximum 80% of its rating i.e. if we calculate for a 63 KVA it comes to 50.4 KW. Whereas the sanctioned load has already crossed its limit and reads 85.49 KW not taking the sanctioned load in to account of the rest 60 plus houses. Hence the dept. is fully responsible for permitting connections without augmenting the transformer.

W.r.t. para 2 as the sanctioned load (85.49 KW) was much higher than the permitted load (50.4KW). The dept. is very well responsible for low voltage at my residence since they have not augmented the transformer.

In the respondents representation in the CGRF (attached as annex 2 in my complaint) he states "On receipt of the complaint from 42 people the loading of the existing 63 KVA transformer during peak hours was measured and found to be 103 AMPS which is much beyond the capacity of 63KVA transformer and is fully loaded". It is to be noted that it was in July 2019; they only measured the load and did not take any necessary action on it. Thus showing their carless attitude and taking the consumer for granted. Even if he had to substitute the transformer with a temporary mobile transformer this low voltage problem would have been resolved and I would not have borne the said expenses.

W.r.t. para 4 I feel that the 200 KVA transformer that has been replaced will be much less if all the 80 plus houses sanctioned load is calculated. W.r.t. the low voltage being solved or not let it go as per the papers i.e. the total sanctioned load of the 80 plus houses and keeping in mind the new constructions that are coming up so that in the near future we don't have such a problem again.

Given the cause the ED is liable to compensate the complainant as per the guaranteed standard of performance for not taking timely action.

(B) **Submissions by the Respondents :**

(i) **Submissions before the CGRF-Goa;-**

The Executive Engineer, Elect. Division IV, Margao who is also representing The Chief Electrical Engineer, Panaji vide email dated-17.08.2020 submitted as under:-

The Applicant Shri Newton Fernandes, has filed a complaint / Representation No. 16/2020 before the Consumer Grievances Redressal Forum, Vasco stating low voltage and irregular electric supply and last year the residents of Cavorem, Molla



had written to Junior Engineer to rectify the fault with copy to Assistant Engineer and has sought relief to direct the electricity to take up the matter on priority basis.

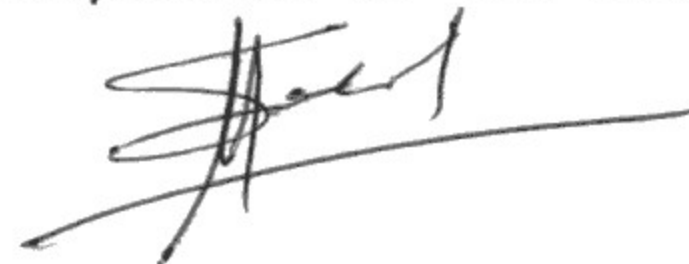
In this context, a detailed report / comments was sought from the Sub Divisional Engineer, Elect Sub Division – III, Navelim. The Sub Divisional Engineer, Elect Sub Division – III, Navelim has informed that the existing transformer at Sailabhat, Chandor feeding power supply to the complainant and other 42 people is of capacity 63 KVA. On receipt of the complaint from 42 people, the loading of the existing 63 KVA transformer during peak hours as measured and found to be 103 Amps. which is much beyond the capacity of the existing 63 KVA transformer and is fully loaded.

Further, The Sub Divisional Engineer, Elect Sub Division-III, Navelim has informed that it is imperative to augment the existing 63 KVA transformer to 200 KVA transformer centre to resolve the issue of low voltage and to cater to future load. The necessary procedure was followed and a sanction estimate has been forwarded to him on 12.08.2020. The existing 63 KVA transformer will be augmented to 200 KVA transformer at Sailabhat, Chandor – Goa within 15 days time subject to availability of man and material.

(ii) Submissions before the Ombudsman :-

Executive Engineer, Division-IV, on behalf of Electricity Department, vide email dated-08.12.2020 submitted the para wise reply as under:-

1. The complainant has stated that his locality was affected by low voltage and erratic power supply. In this regard, the Assistant Engineer (O&M), Sub-Division III (Navelim), was entrusted with the work of checking load at individual residences connected to the 63KVA transformer that also fed power supply to Mr. Newton Fernandes. The connected load of around twenty-one of the forty-two complainant's were checked and it was found that the total connected load on the transformer worked out to 106.8 KW against sanctioned load of 85.49KW on the 63 KVA transformer center. According to rules the Department is allowed to load a transformer upto a maximum of 80% of its rating. Increase in load from the consumer end resulted in overloading the transformer and should have been regularized by consumers by applying at the Sub-Divisional office. Hence the Department cannot be held responsible for actions unbeknownst to it.
2. Rules do not permit the Department to augment a transformer without substantiating its need i.e. requisitions by consumers seeking higher loads to be sanctioned to them. Majority of the consumers have increased their load, as can be seen from the attachment, without Departmental sanction / approval and are hence collectively responsible for low voltage in that locality.



3. Therefore, the Electricity Department is not liable to pay the affected consumers compensation specified in Schedule III (in the instant case), for the Licensee's failure to meet the Guaranteed Standards of Performance specified in Schedule 1.
4. In any case, the 63KVA Distribution Transformer has been replaced with a 200KVA Transformer on September 4, 2020. The complainant has already indicated that low voltage issue is now solved.

(C) **Submissions by CGRF-Goa for non-passing of order within prescribed timelines :**

A report was called from Hon'ble CGRF-Goa to ascertain why the complaint could not be decided within the prescribed timelines in accordance with Regulation-12(2) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.

Hon'ble Nominated Member, CGRF Goa, vide email dated-26.10.2020 has informed that the posts of Chairperson and Member of CGRF Goa are vacant. As such, the required quorum is not available since February 2020.

Regulation 11 requires two members to form the quorum for the Forum's meeting and proceedings.

It is respectfully submitted that Regulation 12(2) may have to be construed with reference to other provisions that have to be read as a whole to understand its correct meaning and scope.

In these circumstances, learned Ombudsman may kindly guide whether a nominated member sitting alone is empowered to hear and decide complaints under the CGRF & Ombudsman Regulations 2019.

This Forum has been routinely hearing cases by video-conferencing due to COVID-19 pandemic restrictions. Consent of the parties for a single member to decide is being sought as abundant caution.

In case of the complainant Newton Fernandes, the application was received on 07.07.2020; accordingly, notice dated 28.07.2020 was issued to the parties fixing VC hearing on 18.08.2020.

At the VC hearing, the complainant insisted on physical/offline hearing.

As a special case, a hearing was fixed at the Forum's office on 07.09.2020 at 10 am. In course of the proceedings on 07.09.2020, Departmental representative submitted that

for alleged loss and damage to electrical gadgets. Since the original complaint/ representation did not claim payment of compensation, the complainant was advised to amend the complaint and produce evidence of the loss caused. The complainant was also asked to convey his consent to the undersigned to decide the matter alone to which he refused. In view of the refusal coupled with lack of quorum, the matter was adjourned sine die.

(D) **Deliberations during Video hearing on 10.12.2020 :**

1. **Appellant submission:**

- a. The Appellant reiterated his version as submitted in appeal and requested that compensation should be awarded to him. He further submitted that even by checking that the sanctioned load of 21 people was 85.49 KW (not knowing the rest 60 houses) and the connected load was 106.8 KW on a 63 KVA transformer. Hence the dept. is fully responsible for permitting connections without augmenting the transformer.

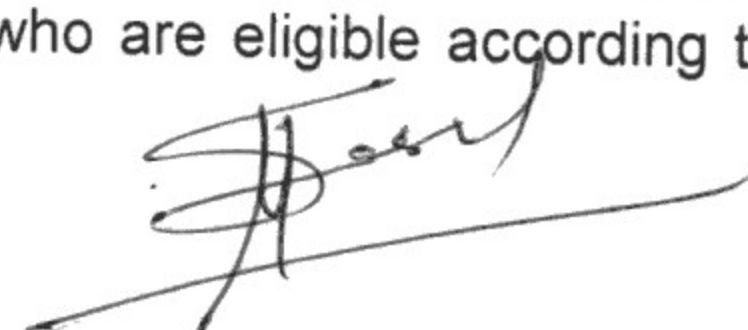
2. **Respondent Submission:**

- a. The respondents reiterated their version as submitted in reply to the appeal and requested to dismiss the appeal. He informed that after receiving the complaint, an estimate was prepared and got sanctioned from the Finance Department, Govt. Of Goa and a transformer of 200 KVA stand commissioned and now there is no problem of low voltage. The residents are them self to blame for extending their load beyond the sanctioned load, resulting low voltage.

(E) **Findings & Analysis:-**

1. I have perused the documents on record and pleadings of the parties.
2. Following provisions have been provided in the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019, notified by the Hon'ble Commission:-

7. **Constitution of Forum and Appointments of its Members.** - (1) The Forum shall consist of not less than three members including the Chairperson. Out of the three Members, not more than two members shall be appointed by the Commission out of the panel recommended by the licensee and at least one member shall be independent member to be appointed purely by the Commission. The Distribution licensee shall submit a panel of at least 2 persons for each post to the Commission, who are eligible according to the qualifications hereinafter prescribed.



persons for each post to the Commission, who are eligible according to the qualifications hereinafter prescribed.

7(2). The License shall, for the purpose of appointment of Chairperson and Member of the Forum, other than the Independent member invite applications through public advertisement at least six months prior to accrual of the vacancy, The licensee shall submit for appointment by the Commission, a panel of at least two names against each post two month in advance from accrual of the vacancy. Thereafter, the candidate appointed by the Commission shall join the forum under intimation to the Licensee and the Commission.

11. **Voting and consensus** .- Two Members shall form the quorum for the Forum's meeting and proceedings before the Forum and each Member shall have one vote. In case of equality of votes on any issue, the Chairperson or in his absence the person presiding shall have the second or casting vote.

12. **Vacancies.** - (1) The licensee shall ensure that the post of a Member is not kept vacant for the period of more than 30 days.

Provided that in case the licensee is unable to fill the vacant post in terms of Regulation 7(2) above the Commission shall initiate the process of appointment from its end for the purpose of filling up of such vacancy.

(2) No act or proceedings of the Forum shall be deemed to be invalid by reason of any defect in the constitution of the Forum or by reason of the existence of a vacancy amongst its Members.

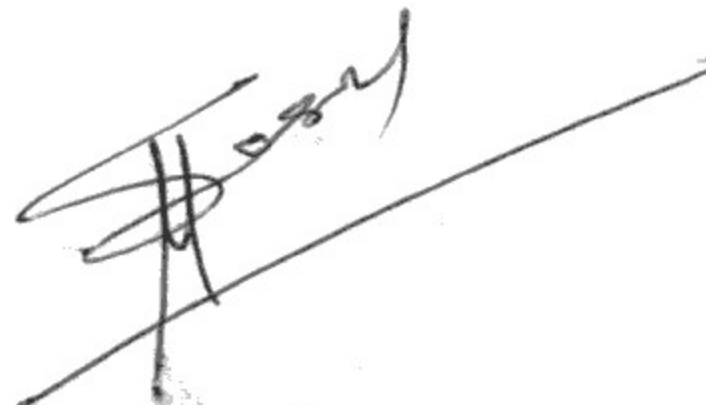
3. Following provisions have been provided in the Joint Electricity Regulatory Commission for the State of Goa and UTs (Electricity Supply Code) Regulations, 2018" notified by the Hon'ble Commission:-

8.34. Cases not to be treated as unauthorized use of electricity:

If connected load of any consumer (including domestic consumer) is found to be at variance from the sanctioned/contracted load as a result of increase of load or due to any replacement of lamps, fans, fuses, switches, low voltage domestic appliances, fittings, etc., it shall neither fall under unauthorized use of electricity (Section 126 of Act 2003) nor under theft of electricity (Section 135 of Act 2003);

3. Following provisions have been provided in the Joint Electricity Regulatory Commission (Distribution Code) Regulations, 2010" notified by the Hon'ble Commission:-

" 2. QUALITY OF POWER SUPPLY



2. Voltage: - The voltage at any point of the system under normal operating conditions shall not depart from the declared voltage by more than the values specified under IS Specification.

3. Harmonic content: - As per IEEE recommendations, the total harmonic content in the supply voltage for sensitive loads shall not exceed 5 percent, with any single harmonic content not exceeding 3 percent. The respective User responsible for generating harmonics and affect the distribution system shall be responsible for corrective action

5. PLANNING PROCEDURE

The Distribution System shall be planned and developed in such a way that the system should be capable of catering the requirement of all categories of Consumers with a safe, reliable, economical and quality supply of electricity as indicated in clause 2.0 of this section. However the Consumer shall extend full support to the Distribution Licensee to enable the Distribution Licensee for quality supply of electricity. The Distribution System shall conform to the statutory requirements of all the relevant code, standards and acts in force.

9. SECURITY STANDARDS

1. The Distribution System shall be planned and maintained so as to fulfill the following security standards except under Force Majeure conditions beyond the reasonable control of the Distribution Licensee.

2. xxx

3. xxx

4. Loading in any current carrying component of the Distribution System (e.g. Conductors, joints, transformers, switchgear, cables and other apparatus) shall not exceed 75% of their respective thermal limit.

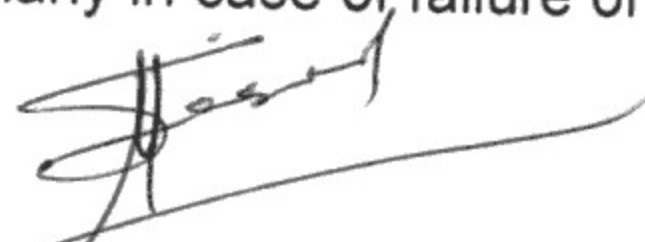
5. The rupturing capacity of the switchgear employed in the system shall have at least 25% more capacity than the short circuit level computed even considering the anticipated future development of the system.

6. xxx

7. In case of single contingency; failure of any substation equipment controlling any outgoing 11 kV feeder, the load interrupted shall not generally exceed 50% of the total demand on the substation. The Distribution Licensee has to bring it down to 20% within a period of three years.

8. There shall be adequate stand by capacity in the system.

9. The design of the Distribution System shall accommodate the arrangements in such a way that the electricity supply need not be interrupted for more than the specified duration as per JERC (Standard of Performance) Regulations 2009 of Licensee in case of breakdown of any distribution transformer. Similarly in case of failure of 11 kV



9. The design of the Distribution System shall accommodate the arrangements in such a way that the electricity supply need not be interrupted for more than the specified duration as per JERC (Standard of Performance) Regulations 2009 of Licensee in case of breakdown of any distribution transformer. Similarly in case of failure of 11 kV feeders including terminal equipment, the design shall accommodate an arrangement for the power supply not to be interrupted to the extend possible.
5. Following provisions have been provided in the Tariff order dated-19/5/2020 approved by the Hon'ble Commission for the FY-20-21:-

“ 10.3 GENERAL TERM AND CONDITIONS:-

1) to 7)

8) Billing of Demand in excess of Contracted Demand :

The billing shall be on the maximum demand recorded during the month or 85% of contracted demand whichever is higher .If in any month the recorded maximum demand of the consumer exceeds its contracted demand , the portion of the demand in excess of the contracted demand shall be billed at double the normalrate .Similarly, energy consumption corresponding to excess demand shall also be billed at double the normal energy rate.

The definition of the maximum demand would be in accordance with the provisions of the Supply Code Regulations notified by JERC. If such over-drawal is more than 20% of the contacted demand than the connection shall be disconnected immediately.....”

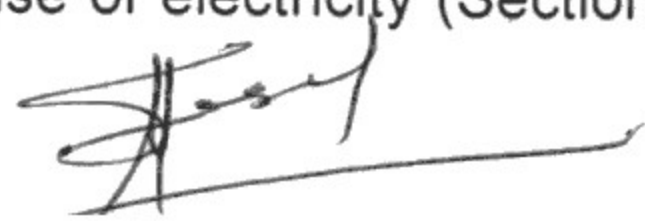
6. From the above facts , following issues have arisen for consideration in this Appeal;-
 - a) Whether the Distribution Licensee is negligent in not appointing the Chairman and Licensee Member of the CGRF-Goa in time?
 - b) Whether CGRF was right in not passing the order for want of quorum?
 - c) Whether Electricity Department was not obliged to provide and maintain safe, reliable, economical Distribution system and provide quality of supply to its consumers. ?
 - d) Whether Appellant is entitled for compensation?

7. My findings on each issue are as under:-

- 7(a) The Joint Electricity Regulatory Commission has notified the, **Consumer Grievances Redressal Forum and Ombudsman, Regulations- 2019** and as per Section 7(2) of these Regulations Distribution Licensee should **invite**

The Electricity Act, 2003 is a consumer-friendly statute to protect the interests of consumers. Non appointment of Chairman and Member to CGRF under section 42(5) of said Electricity Act, in time, amounts to depriving the consumers of their legitimate right to get their "Grievance" redressed. For the last 15 months (i.e. six months before the accrual of vacancies and nine months after the vacancies till November,2020, the Distribution Licensee has failed to fill up the vacancies which cannot be appreciated by any means even considering the effect due to COVID-9 pandemic.

- 7(b). As explained in para-2 above ,section 7(1) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019 provides that the Forum shall consist of not less than three members including the Chairperson. Section-11 provides that Two Members shall form the quorum for the Forum's meeting. These provisions are applicable when the Forum has 2 or 3 Members,so that business of the Forum (CGRF) is conducted smoothly .However section-12(2) is an exception to section 7(1) and section-11. The provisions of section-12(2) specifically provide, to cover such circumstances when there is absence of Two Members, due to leave, illness or retirement/vacancy or for any such reasons. Section-12(2) explicitly provides that **"No act or proceedings of the Forum shall be deemed to be invalid by reason of any defect in the constitution of the Forum or by reason of the existence of a vacancy amongst its Members "**.Therefore there is no bar that a single Member cannot preside over the Forum (CGRF) meeting to decide consumer complaints independently. The Electricity Act, 2003 is a consumer-friendly statute for protection of Consumer. The non passing of order in consumer complaints by single Independent Member is violative of section-12(2) and depriving the Consumers of their legitimate right under the Act to get speedy redressal of their "Grievance" .Presently the Hon'ble Joint Electricity Regulatory Commission, (which is a Two Member Commission) is functioning with a single Member due to a vacancy. The office of Ombudsman is also a single Member authority for the State of Goa and all UTs. Therefore there is no logic that a single member of CGRF of the State of Goa or any other UT cannot pass order in the absence of other Two members. The action of Independent Member in not passing the order on the plea of quorum, is neither in order nor in the interest of consumer protection.
- 7(c). As explained in para-4 above, Electricity Department/Licensee is obliged to provide and maintain safe, reliable, economical Distribution System and provide quality of supply to its consumers. Their plea that consumers of village has unauthorizedly extended the load beyond their sanctioned/contracted load which resulted in low voltage/overloading cannot be accepted. As per Distribution Code the Electricity Department-Goa is mandated to provide and maintain a reliable system and provide quality of power within prescribed limits. As explained in para-3 above ,though considering the harassment of consumers ,the Hon'ble JERC has amended the Supply Code and now it has been provided that unauthorised extension of load shall neither fall under unauthorized use of electricity (Section 126 of

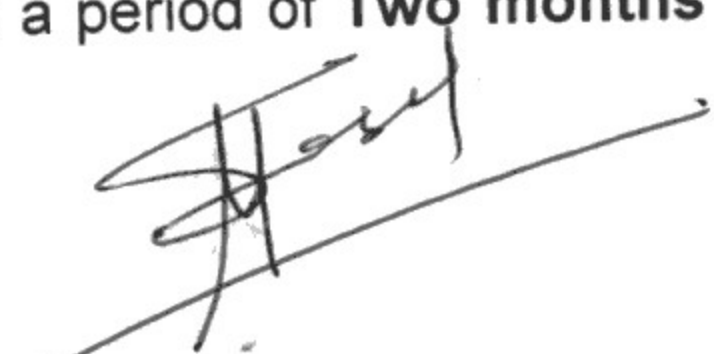


power within prescribed limits. As explained in para-3 above, though considering the harassment of consumers, the Hon'ble JERC has amended the Supply Code and now it has been provided that unauthorised extension of load shall neither fall under unauthorised use of electricity (Section 126 of Act 2003) nor under theft of electricity (Section 135 of Act 2003) but the enabling provisions has also been provided by the Hon'ble JERC in the Tariff Order as explained in para-5 above. With this provision the violators of unauthorised extension of load are automatically heavily penalised in their regular Electricity Bill itself without any inspection. It was informed by respondents that presently they have not implemented the MDI Metering/Billing. After implementation of MDI Metering/Billing, not only the revenue of the Electricity Department will increase but honest consumers will also get quality and reliable supply.

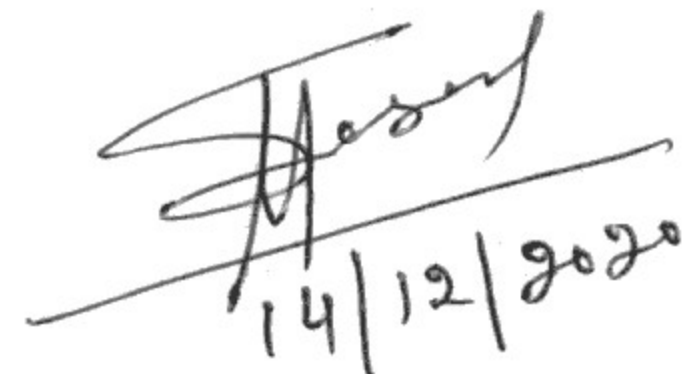
- 7(d). A close scrutiny of the complaint dated-22.07.2019 (Annexure-I), as at para-1 above, reveals that it was a general complaint of low voltage by residents. The Appellant after around one year complaint to CGRF on 07.07.2020 to direct the Electricity Department to take up the matter on priority. After the respondent filed their response that 200 KVA transformer has been commissioned in place of 63 KVA Transformer. Thereafter he sent an email on 16.09.2020 to CGRF for compensation. No evidence regarding period of low voltage and damage was supplied for counter reply by respondents. Similarly necessary details regarding low voltage and damage was not supplied before this office. Electricity is a basic necessity and it is hard to believe that about 80 consumers being fed from 63 KVA Transformer remained affected for low voltage for last one year and none of the consumer complaint of low voltage to Electricity Department and only the Appellant had a low voltage for one year. The Appellant also failed to show any complaint lodged with the Electricity Department during last one year. He only relied on the old general joint representation dated-22.07.2019 (Annexure-1) to substantiate his claim for compensation which do not inspire confidence. No other evidence was furnished to substantiate the claim for damages. Further the Transformer capacity calculated by the Appellant in the Rejoinder is not correct, as various Design parameters such as Load factor, Diversity factor, future load etc are also required to be taken into considerations.

(F) DECISION

- (i) For the reasons discussed above, the appeal of the Appellant is dismissed with no order as to costs.
- (ii) The Electricity Department/Licensee is directed to fill up the vacancies of Chairman and Member of CGRF –Goa within a period of **Two months** from the date of the issue of this order by email.



- (iv) Hon'ble Independent/Nominated Member of CGRF-Goa is directed to dispose of all pending complaints independently to avoid further harassment to consumers till the other Members/Member is appointed.
- (v) In case, the Appellant or the Respondents are not satisfied with the above decision, they are at liberty to seek appropriate remedy against this order from the appropriate bodies in accordance with Regulation 37(7) of the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.
- (vi) The Electricity Department/Licensee should submit a compliance report to the office of Ombudsman on the action taken in this regard within **Two months** from the date of issue of this order by email.
- (vii) Non-compliance of the orders of the Ombudsman by the Electricity Department/Licensee shall be deemed to be a violation of the Regulations and shall be liable for appropriate action by the Hon'ble Commission under the provisions of the Electricity Act, 2003.
- (viii) The appeal is disposed of accordingly.



14/12/2020

(M.P. Singh Wasal)

Electricity Ombudsman

For Goa & UTs (except Delhi)

Dated 14.12.2020