

BEFORE THE ELECTRICITY OMBUDSMAN

For the State of Goa and Union Territories (Except Delhi)
3rd Floor, Plot No. 55-56, Udyog Vihar - Phase IV, Sector 18,
Gurugram (Haryana) 122015,
Phone No.:0124-4684708, Email ID: ombudsmanjerc@gmail.com

Appeal No.115 of 2019

Date of Hearing: 22.11.2019 at Chandigarh

Er. Narinder Kumar
Sub Divisional Engineer (Electrical),
Construction Office,
Panjab University, South Campus,
Sector-14, Chandigarh.

....Appellant

Versus

The Superintending Engineer,
Electricity Department
Chandigarh Administration
5th Floor, Deluxe Building, Sector-9D,
Chandigarh-160009
and others

....Respondent

Parties present:

Appellant

1. Er. Narinder Kumar, SDE
2. Shri Lakhwinder Singh, AE
3. Shri Sandeep Kumar, JE



Respondent(s)

1. Er. Pawan Kumar Sharma,
Executive Engineer
Electricity Department, Chandigarh

2. Er. Khem Raj
Sub Divisional Officer
Electricity Department, Chandigarh

3. Ms. Bhawana
Asstt. Revenue Accountant
Electricity Department, Chandigarh

Date of Order: 02.12.2019

The Appellant has preferred an Appeal against the order of CGRF Chandigarh in complaint No-A-108/2019 dated-28.08.2019. The Appeal was admitted on 13.09.2019 as appeal No.115 of 2019. Copy of the same as received was forwarded to the respondent with a direction to submit their remarks/ counter statement on each of the points.

Settlement by Agreement

Both the parties appeared before the Electricity Ombudsman as scheduled on 22.11.2019 at Chandigarh 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 pleadings on the matter.



(A) **Submissions by the Appellant:**

1. That I had filed a complaint before the Hon'ble CGRF vide complaints No.A-108/2019 dated 19.07.2019 on the cited subject and the Hon'ble Forum vide order dated 28.08.2019 has turned down my request without taking into consideration the highly legitimate and strong grounds as per following details:-
 - a. That the complainant is an Educational Institute in the name of Panjab University, Sector-14, Chandigarh. The present complaint is being filed by Sh. Narinder Kumar working in the capacity of Sub Divisional Engineer (Electrical) who is fully authorised on behalf of Registrar, Panjab University, Sector 14, Chandigarh to do all kind of acts and deeds with respect to rectification of electric bill as well as other correspondence with the Engineering Department from time to time.
 - b. That there is 1 No. electricity connection on 11 KV potential running in the name of the Director, U.I.E.T., Panjab University South Campus, Sector 25, Chandigarh against A/c No.101/2571/ 7295056.
 - c. That the electricity bill for the period 30.03.2019 to 30.04.2019 received for an amount of Rs.15,76,604/- for which the stipulated date to pay for the bill was 27.05.2019. To clear the electricity dues in time the Panjab University Chandigarh has issue a cheque and deposited the same in the State Bank of



India, Sector 14, Chandigarh for the purpose of preparing a DD in favour of SDO Electricity 'OP' Sub Division No.1, Sector 23, Chandigarh but due to some technical reasons **(the letter given by the concerned SBI Branch is attached herewith as Annexure - I)** the bank could not prepare the demand draft but on the same day i.e. 27.05.2019, the State Bank of India transferred the said amount through RTGS in the account of Executive Engineer, Electricity 'OP' Divn. under A/c No.9180200228065322 on vide UTR No.SBIN5191477 **(Annexure-II)**. The facts with respect to the clearance of the electricity bill through the RTGS has also been intimated to the SDO Electricity 'OP' Sub Division No.1, Sector 23, Chandigarh vide this office letter No.775/EE1 dated 28.05.2019 that the payment has been transferred through RTGS as **Annexure-III**.

- d. That despite the fact as explained in the foregoing paragraphs, the Electricity Department further issue the electricity bill for the period 30.04.2019 to 30.05.2019 for an amount of Rs.34,50,215/- which includes the amount of the previous bill alongwith late payment surcharge i.e. $\text{Rs.}15,76,604 + 31,022 = 16,07,626/-$. Since this office had already cleared the amount of the electricity bill for the period 30.04.2019 to 30.05.2019 for Rs.15,76,604 in time, so there is no question of levy of late payment surcharge. On production of the electricity bill in the office of Sub Divn. No.1, a part payment of Rs.18,42,589/- was allowed and the rest of the matter was kept pending and



assured that by the issuance of next bill the matter will be settled.

- e. That in the meanwhile the next bill for the period 30.05.2019 to 30.06.2019 was also issued on 11.07.2019 for a sum of Rs.18,63,846/- which includes a arrear amount of Rs.98,924/- (Late Payment Surcharge @31,022 + 67,903) and the stipulated date for clearing the said bill is 26.07.2019.
- f. That from then facts and figures mentioned in the foregoing paragraphs it is crystal clear that there is no mistake on the part of Panjab University in clearing the legitimate electricity bills. The only doubt because of which he exorbitant bills have been served is only due to non-consideration of the RTGS amount through UTR No.as mentioned in para No.1 and non-reconciliation of the said amount by the e-Sampark and Axis Bank in time. For a mistake on the part of e-Sampark and Axis Bank, the onus of same cannot be transferred to a Govt. Department.
- g. That in reference to above, the competent authority of Panjab University had written numbers of letters on the above issue to Project leader(E-Sampark) SPIC centre on dated 25.06.2019 (**Annexure-IV**) and to the Executive Engineer, Electricity 'OP' Division No.1 & SDO, Electricity 'OP' Sub Division No.1 vide memo No.1042/EE1 dated 10.07.2019 (**Annexure-V**) & dated 10.07.2019 (**Annexure-VI**) but to reach no solution.



h. That the Hon'ble Forum while delivering the judgment has given the advantage of situation to the Electricity Department on the statement of Sh. Surinder Kumar, Incharge of e-Sampark, the relevant extract of the order as per point No.3 is mentioned as under:-

“ He fails to understand how the State Bank of India, Sector-14 came to know IFSC Code No. and account No. of E-Sampark where RTGS is to be done. Though they got the amount on the same day but was not aware to whom organisation this amount belongs. On getting information from CED on dated 18.06.2019 the amount was shifted in the organisation was allowed to do the RTGS. Shri Narinder Kumar, SDO of Panjab University pointed out that amount greater than Rs.50000/-. Only demand draft/ Pay Order/ any other electronic mode; The payment of Electricity Bill can also be paid online through Debit Card/ Credit Card and Net Banking. But RTGS is not covered under the clause pointed out by the SDO Panjab University. In the light of above no relief can be given from CGRF, Panjab University may approach Banking Ombudsman if they feel so. ”

I hereby challenge orders of the Hon'ble Forum on the strength of the following points:-



- a. It is a fact on record that payment of the electricity Bill has been remitted into the account of the Electricity Department in time on 27.05.2019 i.e. before the stipulated date.
- b. As far as the internal procedure of the transfer of the payment i.e. from Bank to e-sampark and vice-versa is concerned, the same is their responsibility and has to be due taken care of by themselves without any lapse. The payment of the electricity bill has been deducted from the account of the Panjab University prior to the stipulated date i.e.27.05.2019.
- c. The mode of the payment through electronic mode or net banking or through RTGS has the same relevance and should not be considered as distinguished.
- d. In case of prevailing situation of confusion between the different entities, the benefit of doubt should be afforded to the consumer instead of enriching the department by way of putting burden of unlawful hefty late payment surcharge.
- e. Ours is also a Govt. Department having internal audits and check of other agencies, thus cannot bear with the burden of the late payment surcharge and may further lead to fixing of the responsibilities of the individuals.



f. The matter remained under repeated correspondence with the department throughout the period i.e.28.08.2019 i.e. till the orders of the Hon'ble Forum, so it should not be construed any kind of lapse on the part of Panjab University, Chandigarh, hence the request for waiver off the late payment surcharge of Rs.1,34,522.00 (30.03.2019 to 30.04.2019 - Rs.31,022.00, 30.04.2019 to 30.05.2019 - Rs.67,903.00, 30.05.2019 to 30.06.2019 - Rs.98,925.00 & 30.06.2019 to 30.07.2019 - Rs.1,34,522.00) should be considered with a pragmatic approach.

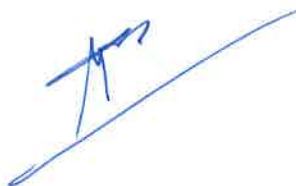
In view of the facts and circumstances explained in the foregoing paragraphs, it is earnestly prayed to kindly intervene in the matter and review the orders dated 28.08.2019 of the Hon'ble CGRF and further issue the directions to initiate the action for waiving off the late payment surcharge of Rs.1,34,522.00. Kindly take a sympathetic view being the Govt. Department of Panjab reeling under financial crisis.

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

1. That an electricity connection on 11 KV potential bearing A/c No.2571/729505G, having sanctioned load 3055.00 kw, is existing in the name of Director, U.I.E.T., Panjab University, South Campus, Sector 25, Chandigarh.



2. That the consumer has received a bill of Rs.15,76,604/- + Rs.31,022 (late fee surcharge) i.e. Rs.16,07,626/- for the period 30.03.2019 to 30.04.2019. That the last date of payment was 27.05.2019. The Executive Engineer, Construction Office, PU Chd. vide his letter dt.28.05.2019 has informed to this office that they had transferred the above said amount through RTGS on date 27.05.2019. Further, on their visit to this Office on dated 18.06.2019 they have requested verbally to write a letter to Sh. Surinder Thakur, Project Leader (E-Sampark) SPIC, Centre of Excellence, EDC Plot No.20, Rajiv Gandhi Chandigarh Technology Park for accepting the payment against their electricity account. The payment through RTGS has been credited to their electricity account on dt.18.06.2019 i.e. after the due date of payment of bill A part payment has been made by this office on 18.06.2019 on the request of consumer for the bill amounting to Rs.34,50,215/- for the period 30.04.2019 to 30.05.2019 after deducting last bill amounting to Rs.15,76,604/- and late payment fee of Rs.31,022/-.
3. That further as the amount of Rs.31,022/- has not been paid by consumer, the arrear of Rs.31,022 + Rs.67,903/- (late payment surcharge for 30.03.2019 to 30.04.2019 and 30.04.2019 to 30.05.2019) was appeared in the bill from 30.05.2019 to 30.06.2019. So the request of the consumer to wave off the surcharge amounting of Rs.31,022/- could not be entertained. This fact was also informed to the representative of the consumer as and when they visited this office.



4. That it is intimated here that arrear amounting to Rs.1,73,074/- is still pending in their account in the bill for the period 30.07.2019 to 30.08.2019 (Rs.35,084 Late Payment Surcharge of this bill) and which is liable to be paid by the consumer.
5. That it is pertinent to mention here that all the payments made related to billing of Electricity Department of UT, Chandigarh is done through e-sampark centers. The project Sampark is a Department of IT (DIT) initiative for development, integration and maintenance of web-portal for various departments of the Administration for providing 'One-stop-shop' for 45 G2C and 4 B2C services (Annexure-A1). Further as per the e-sampark online payment solution, the facility of NEFT/RTGS payments is available for PFMS users of Central Government Departments only (Annexure - A2).
6. That as per the following documents downloaded from Panjab University Website www.puchd.ac.in, it is mentioned that:-
 - a. Para-2: "With the re-organization of Punjab the university became an inter-state body corporate relating to the newly organized States of Haryana, Himachal Pradesh and Punjab and the Union Territory of Chandigarh." (Annexure-A3).
 - b. As per the financial statement of Panjab University, it is funded by Punjab Govt. and UGC (Annexure - A4).
7. That as per the following documents downloaded from UGC website www.ugc.ac.in, Panjab University has been declared in "approved



Autonomous colleges” as on 28.06.2019 at Sr.No.19. (Annexure-A5).
Hence, in view of the Sr. No.6 and 7 above, it cannot be termed as
Central Government Institute.

(C) **CGRF order dated 28.08.2019, preferred for Appeal:**

**Consumer Grievances Redressal Forum, Chandigarh in its order dated
28.08.2019 has decided as under:-**

“

1. **OBSERVATIONS:**

a. *The hearing in the case was fixed for 06.08.2019, when Shri Narinder Kumar, SDO and Shri Lakhwinder Singh, AE and Shri Sandeep Kumar, J.E., appeared for the complainant. From the case it was clear that university has deposited the money with SBI to be transferred to the account of Electricity Department, Chandigarh on 27.05.2019 through demand draft. Due to fault in system, SBI transferred the money through RTGS on dated 27.05.2019 for which bank has already given proof vide UTR No.SBIN519147734122. In order to be clear whether this amount was transferred to SPIC or not on the same date or within 24 hours, in the next hearing, in charge of SPIC may be called to clarify whether the amount was transferred on same date or not. The CED is also directed not to put surcharge on the bill from 30.04.2019 onwards till the case is decided. On the next date of hearing on 27.08.2019, Shri Surinder Kumar, in*



charge of E-sampark appeared on behalf of E-sampark, as per statement given by Shri Surinder Kumar, the authorization of doing RTGS was given to the few selected government organizations. Panjab University is not one of those. He also supplied the procedure to do RTGS in case the government/organization authorized to do the same. He fails to understand how the State Bank of India, Sector 14 came to know IFSC Code No. and account No. of E-Sampark where RTGS is to be done. Though they got the amount on the same day but was not aware to whom organization this amount belong. On getting the information from CED on dated 18.06.2019 the amount was shifted in the electricity bill account of (CED A/c) Panjab University. As per statement of CED, only government organization was allowed to do the RTGS. Shri Narinder Kumar, SDO of Panjab University pointed out that on the back side of electricity bill as per clause 9(c) reproduced as below:-

Amount greater than Rs.50,000/- : Only Demand Draft/ Pay Order/ any other electronic mode;

The payment of electricity bill can also be paid online through Debit Card/ Credit Card and Net Banking. For any inconvenience during paying bill online consumer can contact toll free number 1088-108-1725 during 8 AM to 8 PM and can also contact at email id sampark.epayment@gmail.com

b. But RTGS is not covered under the clause pointed out by the SDO Panjab University.



2. **ORDER:**

- a. *In the light of the above no relieve can be given from CGRF. Panjab University may approach Banking Ombudsman if they feel so.*
- b. *The Complained is disposed of with above observations.*

”

(D) **Deliberations during hearing at Chandigarh :**

1. **Appellant submission:**

- a. The Appellant reiterated his version as submitted in appeal and requested for waiving of the late payment surcharge.
- b. They further submitted that they don't get the Electricity bills at least 15 days prior to the last date of payment, as required as per supply code, due to which sometimes payment gets delayed on account of holidays etc. as they also have to follow an accounting audit procedure as prescribed by Panjab University.

2. **Respondent submission:**

- a. The respondent reiterated their version as submitted in reply to the appeal.



- b. They further submitted a copy of Commercial instructions no-165/2018 dated-09.05.2018 vide which a copy of memo No.:-G-II/18/2760-61 dated-20.04.2018 along with instructions of Director-cum-CEO of SPIC endorsed to SE Public Health/ Electricity, regarding Payment of Departmental Electricity/ Water Bill through NEFT/RTGS for PFMS users was circulated.

(E) Analysis & Decision:-

- (E-1) I have perused the documents on record and pleadings of the parties. It is not disputed that the appellant was issued a Electricity Bill No.162 for the period 30.03.2019 to 30.04.2019 for Rs.15, 76, 604/- with last date of payment as 27.05.2019, with mode of payment as Cheque/PO/ DD/Credit/Debit card, as printed on the front page of Bill and at the back page of Bill following instructions are printed:-

“Directions Relating To The Payment of Bill”

“ 9. The modes of payment for electricity bills offline at various e-sampark centers of UT Chandigarh are as per under:-

- a. Amount upto Rs.1000/-: Cash/ Cheque/ Demand Draft/ Pay Order (PO) /any other electronic mode.



- b. Amount greater than 1000/- and upto Rs.50000/-: Cheque/ Demand Draft/ Pay Order/ any other electronic mode.
- c. Amount Greater than Rs.50000/-: only Demand Draft/ Pay Order /any other electronic mode.

The payment of electricity bill can also be paid online through Debit Card/ Credit Card and Net Banking. For any inconvenience during paying bill online, consumer can contact toll free number 1800-180-1725 during 8 am to 8 pm and can also contact at email ID sampark.epayment@gmail.com ”

(E-2) Following provisions has been made in the Electricity Supply Code Regulations 2018 notified by the Hon'ble Joint Electricity Regulatory Commission:-

“ *Payment of Bills*

7.30 Consumer may pay the bill by cash (up to Rs. 5,000), Cheque, Demand Draft or Debit / Credit Card, banker's cheque, Electronic Clearing System, net banking, drop boxes, etc. Cheques and Demand Drafts shall be payable at any branch of a scheduled commercial bank that is a member of the clearing house for the area where the concerned Sub



Divisional Office is located. The date of depositing of the cheque by the consumer, shall be deemed to be the date on which the payment is received in the Licensee's account.

7.31 *The payment may be made*

- 1) *In person at the designated collection offices of the Licensee during specified times; or*
- 2) *By post or courier; or*
- 3) *by deposit in the drop-boxes maintained by the Licensee at designated locations; or*
- 4) ***By bank transfer through the internet;** or*
- 5) *By any other scheme accepted by the Licensee for acceptance of bill payment.*

7.32 -----

7.33 *The Licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 clear days to pay the dues.*

In case a cheque is dishonoured, the Licensee shall inform the consumer and require him to pay the bill within 7 days in cash. The consumer shall be liable to pay the late payment surcharge, as applicable, as well as a charge on account of the dishonour of the cheque/non-realization of the draft. If there are two instances of dishonour of cheques/draft of a consumer in a financial year, the consumer shall be required to make all payments through net banking till the end of the following financial year. In addition, the Licensee



may have the option to initiate action against the consumer as per the legal provisions of the Negotiable Instruments Act.

7.34 In addition to the mode of payments specified in Regulation 7.30 of this Supply Code, 2018, the Licensee may notify schemes for acceptance of bill payment through Electronic Clearing System or at designated counters of a bank or through credit/debit cards or through any other means in a specified area and/or for a specified category of consumers, after due notice is given to consumers. However, any change in the mode of payment shall be consumer friendly.

7.35 ----- ”

A perusal of **para-(E-1)** and **para-(E-2)** above clearly revealed that the respondent licensee is not following the “mode of payment of bills “ as per Electricity Supply Code Regulations-2018, notified by the Hon’ble Regulatory Commission.

(E-3) Further following guidelines have been issued by Reserve Bank of India as available on their website:-

“ FAQ
RTGS System
(Updated as on October 30, 2019)

1. What does RTGS stand for?



Ans. The acronym 'RTGS' stands for Real Time Gross Settlement, which can be explained as a system where there is continuous and real-time settlement of fund-transfers, individually on a transaction by transaction basis (without netting). 'Real Time' means the processing of instructions at the time they are received; 'Gross Settlement' means that the settlement of funds transfer instructions occurs individually.

2. Are the payments under RTGS final and irrevocable?

Ans. Considering that the funds settlement takes place in the books of the Reserve Bank of India, the payments are final and irrevocable.

3. What are the benefits of using RTGS?

Ans. RTGS offers many advantages over the other modes of funds transfer:

- It is a safe and secure system for funds transfer.
- RTGS transactions / transfers have no amount cap.
- The system is available on all days when most bank branches are functioning, including Saturdays.
- There is real time transfer of funds to the beneficiary account.
- The remitter need not use a physical cheque or a demand draft.
- The beneficiary need not visit a bank branch for depositing the paper instruments.
- The beneficiary need not be apprehensive about loss / theft of physical instruments or the likelihood of fraudulent encashment thereof.
- Remitter can initiate the remittances from his / her home / place of work using internet banking, if his / her bank offers such service.
- The transaction charges have been capped by RBI.
- The transaction has legal backing.

4. -----

5. -----

6. -----

7. -----

8. What is the essential information that the remitting customer needs to furnish to the bank for making a remittance?



Ans. The remitting customer has to furnish the following information to a bank for initiating a RTGS remittance:

- i. Amount to be remitted*
- ii. The account number to be debited*
- iii. Name of the beneficiary bank and branch*
- iv. The IFSC number of the receiving branch*
- v. Name of the beneficiary customer*
- vi. Account number of the beneficiary customer*
- vii. Sender to receiver information, if any*

9. -----

10. -----

11. *What care should be taken while originating a RTGS transaction?*

Ans. The following should be ensured while putting through a funds transfer transaction using RTGS –

- Originating and destination bank branches are part of the RTGS network.*
- Beneficiary details such as beneficiary name, account number and account type, name and IFSC of the beneficiary bank branch should be available with the remitter.*
- Extreme care should be exercised in providing the account number of the beneficiary, as, in the course of processing RTGS transactions, the credit will be given to the customer's account solely based on the account number provided in the RTGS remittance instruction / message.*

12. -----

13. *What is the time taken for effecting funds transfer from one account to another through RTGS?*

Ans. Under normal circumstances, the beneficiary branches are expected to receive the funds in real time as soon as funds are transferred by the remitting bank. The beneficiary bank has to credit the beneficiary's account within 30 minutes of receiving the funds transfer message.



14. -----
15. -----
16. -----

17. *Would the remitting customer get back the money if it is not credited to the beneficiary's account? Is there any time frame prescribed for it?*

Ans. Yes, if it is not possible to credit the funds to the beneficiary customer's account for any reason, the funds received by the RTGS member bank will be returned to the originating bank within one hour of receipt of the payment at the Payment Interface (PI) or before the end of the RTGS Business day, whichever is earlier. Once the money is received back by the remitting bank, the original debit entry in the customer's account needs to be reversed.

18. -----
19. -----

20. *What is UTR number?*

Ans. Unique Transaction Reference (UTR) number is a 22 character code used to uniquely identify a transaction in RTGS system.

These FAQs are issued by the Reserve Bank of India for information and general guidance purposes only. The Bank will not be held responsible for actions taken and/or decisions made on the basis of the same. For clarifications or interpretations, if any, one may be guided by the relevant circulars and notifications issued from time to time by the Bank. ”

(E-4) It is also not disputed that payment of Rs.15, 76, 604/- has been credited in the account of Electricity Department /or their bill collecting Agency (Sampark Centre) on 27.05.2019 and



appellant has also informed the SDO (Electricity 'OP') Sub Divn. No-1, vide their letter - 775/EE1 dated- 28.05.2019.

However the licensee did not reconciled/ adjusted the payment till 18.06.2019 and the appellant is aggrieved, for charging late payment surcharge whereas they have made the payment through RTGS in time.

(E-5) Further the guidelines issued by Ministry of Electronic and Information Technology (MeitY), Govt. of India, on November, 2016 provides as under :-

“

5.1 *Citizens to Government (C2G) and Business to Government (B2G) Payment*

- *Departments deliver various kinds of services to citizens and business and collect payments against delivered services through any one or more of the following modes:*
 - *Cash*
 - *Paper based Payments*
 - *Cheque to the department*
 - *Demand draft in favour of Departments*
 - *Challan to the Department*
- *Electronic payments*
 - *Online mode through*
 - *National Electronic Funds Transfer*
 - *Real Time Gross Settlements (RTGS) (especially for B2G Services)*



- *Net Banking*
- *PoS Terminal Based through Debit and Credit Cards*
- *Mobile App Based (NEFT/ RTGS/ Net banking)*
- *IMPS/ PPIs”*

Thus payments through RTGS is one of the mode of “**electronic mode of payment**” and covered under 9(c) of the instructions printed on the back side of electricity bill as explained in **para-(E-1)** above. Therefore appellant has fulfilled its obligation by making the payment of Bill number 162 on the due date (i.e.- 27.05.2019) by RTGS. The RTGS is controlled by RBI and RTGS transactions are Legal, final and irrevocable. The plea of the Licensee that RTGS is applicable to Govt. Departments having PFMS holds no water as all consumers whether Govt. or Pvt. are classified as consumers of electricity and are required to be governed by the same set of Rules/Regulations notified by the Hon'ble Regulatory Commission. Respondents are not following the RTGS procedure notified by the RBI, in letter and spirit. If payment can be reconciled and adjusted on 18.06.2019, it could have done on 27.05.2019 itself.

DECISION:-

1. The order passed by Hon'ble CGRF, Chandigarh in complaints No.A-108/2019 dated 19.07.2019, is set aside.
2. The appellant payment made through RTGS on 27.05.2019 against bill number 162, should be considered as payment made on the due date and no late payment surcharge should be levied to the appellant on this account.



Further if payments are made in time after the Bill No.-162, no surcharge should be levied.

3. Respondent licensee should follow the modes of payment of bills, strictly as per the Electricity Supply Code Regulations -2018, notified by the Hon'ble Joint Electricity Commission of the state of Goa and UTs.

The appeal is disposed of accordingly.



(M.P. Singh Wasal)

Electricity Ombudsman

For Goa & UTs (except Delhi)

02.12.2019

