

BEFORE THE ELECTRICITY OMBUDSMAN

(For the State of Goa and Union Territories)

Under Section 42 (6) of the Electricity Act, 2003

3rd Floor, Plot No. 55-56, UdyogVihar - Phase IV, Sector 18,
Gurugram (Haryana) 122015,

Phone No.:0124-4684708, Email ID: ombudsmanjerc@gmail.com

Appeal No.123 of 2020

Date of Video Conferencing : 24.06.2020

Date of Order: 26.06.2020

Shri Pedro Joaquim Fernandes

....Appellant

Versus

The Goa Electricity Department
and others

....Respondent

Parties present:

Appellant

1. Shri Tarzan Da' Costa, Advocate
(Representative of Sh. Pedro Joaquim Fernandes)

Respondent(s)

1. Shri Rajiv Ramdas Samant,
Superintending Engineer.
Electricity Department, Goa

Date of Order 26.06.2020



The Appellant has preferred an Appeal against the Order of the Hon'ble CGRF, Goa in C.C. No. 20/2019 dated 22.10.2019 and Review application No.01/2019 dated 06.01.2020. The Appeal was admitted on 02.03.2020 as appeal No.123 of 2020. Copy of the same as received was forwarded to the respondent with a direction to submit their remarks/ counter reply on each of the points. However due to lockdown on account of COVID-19 pandemic, the counter reply was received on 19.05.2020 and copy of counter reply was supplied to the Appellant.

(A) Submissions by the Appellant:

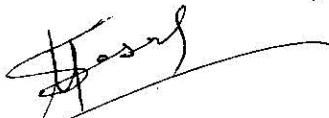
Appellant submitted the brief facts as under:-

Application No-1

(I). Subject: - Application No-1, for condonation of delay in filing the representation.

The Appellant in his email dated 24.02.2020 requested for Condonation of delay as under :-

“ I am to inform you that my representation dated 10th February' 2020 was erroneously dispatched to your office at the old address and was returned as 'unclaimed' on 19/02/2020. The same was reposted by me on the very next day at the correct address. I therefore humbly request you



to kindly condone the unexpected delay in forwarding my said application in appeal. I had mentioned about the earlier dispatch in my email dated 17/02/2020.


”

Application No-2

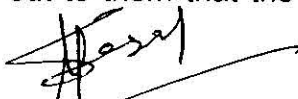
(2). **Subject:** **Representation against the order of the Consumer Grievances Redressal Forum, Goa, in C.C. No.20/2019 dated 22.10.2019 and Review application No.01/2019 dated 06.01.2020**

Details of the grievance are as under:

That on 30.09.2015 the Builder “M/s Revonkar Construction” handed over a shop bearing No.ASH-1 to the Consumer. The said shop is on the ground floor of the building “Lotus Apartments” situated at Malbhat, Margao, Salcete, Goa. **Right in front** of the said shop No.ASH-1 and in the parking area reserved for the consumer and occupants of the building a **Transformer / Switch Board** was **illegally erected** by the Licensee through their Contractor Power Grid Corporation India Ltd. (PGCIL), thereby **totally blocking the entry and exit** of the said shop ASH-1. **No permission / consent was taken from the Builder nor from the Consumer when the said Transformer / Switch Board was initially shifted from the previous place to the present place in front of the said shop of the Consumer by the Licensee and its Contractor Power Grid Corporation India Ltd. (PGCIL).** The said Builder



informed the Consumer that the Transformer / Switch Board was a temporary construction / arrangement made by the Licensee and would be shifted by the Licensee **in the place allotted as shown in the approved plans**. When the Consumer approached the Licensee and requested them to remove the Transformer / Switch Board erected by them right in front of the said shop and shift the same to the place allotted as shown in the approved plans, the Licensees told the Consumer that the Transformer / Switch Board would be shifted by them only if the Consumer and the Builder **paid the cost of shifting the Transformer / Switch Board**. The Consumer informed the Licensee that they had illegally erected the Transformer / Switch Board right in front of his said shop ASH-1 as it was contrary to the approved plans and damaged his said shop. **The Consumer informed the Licensee that they had breached rule 10 of the "The works of Licensees Rules 2006" under the Electricity Act, 2003** as they had damaged the private property of the Consumer. Since, the Licensee was not removing / shifting the said transformer and switch board to the place allotted as shown in the approved plans, the consumer filed on 29.08.2019 the Complaint / Representation bearing No.20/2019 before the Consumer Grievances Redressal Forum (CGRF), praying that the Licensee be directed to remove the illegally erected transformer / switch board right in front of his said shop ASH-1 and **shift it to the place allotted as shown in the approved plans** as it has made the said shop **non-functional** thereby putting the Consumer to great monetary losses, damage and prejudice. Hence, the Consumer also sought for compensation from the Licensee for the damages caused to the consumer due to the non-functioning of his shop No.ASH-1. The Consumer also produced the approved plans before the C.G.R.F. in his said complaint and informed / showed the same to the C.G.R.F. and pointed out to them that the Transformer / Switch Board

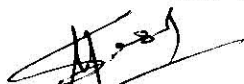


was not erected in the place / site allotted for the Transformer / Switch Board. However by No.20/2019/142 Order dated 22.10.2019, the C.G.R.F. dismissed the said Complaint / Representation.

Since the said order did not give appropriate, sufficient and adequate reasons and there were patent errors on the face of the said Order in applying the Electricity Act especially **rule 10 of the "The works of Licensees Rules 2006" made under the Electricity Act, 2003** vis-à-vis the Complaint / Representation, the Consumer on 22.10.2019, preferred a Review Application bearing No.1/2019 u/s 94(1)(f) of the Electricity Act, 2003 and cited the various errors apparent on the face of the record of the said Order . **However, the C.G.R.F., dismissed the Review Application without passing any speaking order. The C.G.R.F. only cited the errors which were pointed out by the Consumer in the Review Application** and stated that **"the applicant has not brought any new or important matter of evidence to our notice that was omitted in the original proceedings. The ground set out in the Review Application do not disclose any error / or mistake apparent on the face of the record that calls for recalling of our Order dated 22.10.2019. We did not find any merit in the Review Application, and the same stands dismissed"**. Hence this Representation to the Ombudsman as the Orders passed by the C.G.R.F. dated 22.10.2019 in Complaint / Representation No.20/2019 and Order dated 06.01.2020 made in Review Application No.1/2019 are bad in law and facts and deserve to be set aside.

Prayer:-

- (i) Setting aside of the Order dated 22.10.2019 made in Complaint / Representation No.20/2019 and Order dated 06.01.2020 made in Review



Application No.1/2019 and directing the Licensee to shift the transformer / switch board **at their own cost** as the same has been illegally erected by them right in front of the shop No. ASH-1 of the Consumer.

- (ii) Licensee also be directed to pay monetary compensation of Rs.62,46,000/- to the Consumer for the damage, monetary loss and prejudice caused to the Consumer, due to the non- functioning of the said shop ASH-1. The occupancy certificate for the said shop was given in the year 2010. However, the said shop was not handed over / delivered to the Complainant / Consumer by the Builder after the occupancy certificate was obtained. The Builder delivered the possession of the said shop to the Complainant / Consumer only on 30.09.2015. Hence, the break-up of the loss is calculated from 2010 till the date of the complaint i.e. 9 years.

(B) Submissions by the Respondents :

The Superintending Engineer, Circle-I(S), Electricity Department, Margao on behalf of Electricity Department, Government of Goa respectfully submit the following for the consideration vide email dated 19.05.2020:-

Preliminary Objections:

The Respondent No 2 on behalf of the Electricity Department Govt. of Goa herein submits his para wise counter reply to the Representation / Appeal No 123 of 2020

Para at Sr. No 1 to 6 are factual submissions hence respondent has no comments to offer.



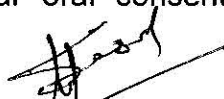
Para No 7 is denied. Further department agrees that the consumer shall bear the cost of the shifting. Department is not responsible in any way for non-functioning of the Complainant's shop and is not responsible for the loses and damages claimed by the Complainant.

In respect of Para at Sr. No. 8. The brief fact of the matter is as follows:-

The said Transformer Centre / Switchboard was erected by the Departmental Contractor M/s Power Grid Corporation India Ltd (PGCIL) during 1st Phase of Underground Cabling in Margao City in 2007 and the same was erected in the open space existing in front of LOTUS HEIGHT Building " A" beyond the set back area, since the old existing overhead D.P mounted transformer was located near Carmelite Monastery, Malbhat and a suitable space of 2mtr X 6mtr was not available to erect a New Transformer Centre in the Underground.

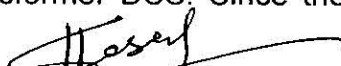
Cabling System at that location.

The erection of Transformer/ Switchboard for the underground system was carried out in 2007 during the construction phase of LOTUS HEIGHT building "A". The Complainant claiming to be the land Owner, had actually given development right to the builder M/s Revankar Construction by virtue of Power of Attorney dated 31.01.2007 given by Mr. Pedro Joaquim Fernandes alias Mr. Peter Joaquim Fernandes and his wife, for construction of LOTUS HEIGHT building "A" and later on for construction of LOTUS HEIGHT building "D". The erection of the said Transformer/ Switchboard was carried out at the existing location in front of LOTUS HEIGHT building "A" with the clear oral consent of the builder M/s Revankar



Constructions at that point of time and the same has been duly confirmed in writing vide their letter dated 17/09/2019 i.e. exhibit-F and the same is beyond the set back area of building "A" and also of the property. Incidentally this area where the said Transformer/Switchboard was erected came into the road widening portion of the road and hence the claim of the Complainant for illegal erection of said Transformer/ Switchboard in the parking space reserved for consumer/ occupant of the building, blocking entry /exit of the said shop, etc is false and baseless.

Actually even the builder M/s Revankar Construction had intention to erect 200KVA transformer Centre at the existing location in order to avail power supply for releasing of service connection to LOTUS HEIGHT building "A" and "D" and hence he readily agreed and conveyed his oral consent for erection of 11/0.415KV,200KVA DSS in front of the under construction LOTUS HEIGHT building "A"(refer exhibit-F). Subsequently while releasing connections to the LOTUS HEIGHT buildings A & D of the project, the capacity of the 200KVA DSS was enhanced from 200KVA to 400KVA and at the later stage the 400KVA transformer was enhanced to 630KVA to release service connections to LOTUS HEIGHT building "B & C" which is located on the opposite side of the road (refer exhibit A). The entire work of up gradation has been carried out by the builder M/s Revankar Constructions. (Refer exhibit B). It may also be noted that the said 200KVA Transformer DSS was erected in the year 2007 (refer exhibit C & F), whereas the Complainant Shri Pedro Joaquim Fernandes has made his first request letter for shifting in the year 2014(refer exhibit D). The 200KVA transformer DSS was already erected with the consent of the builder M/s Revankar Constructions during which time the Complainant was not at all interested in the purported claim of obstruction to his shop-ASH-1 and had never objected during the erection phase of this 200KVA transformer DSS. Since the said shop ASH-1 was



already allotted to the Complainant claiming to be owner of the property, he was well aware of the erection of the 200KVA transformer at the said location during the construction phase of the LOTUS HEIGHT building "A" and also aware of the subsequent enhancement from 200KVA to 400KVA to 630KVA. Hence the Complainants claim is denied.

As regards to the communication between the Complainant and the builder M/s Revankar Constructions, informing the consumer (Complainant) that the transformer was a temporary construction /arrangement and would be shifted at a later date by the Licensee in the place allotted as shown in the approved plan is not known to the Licensee, hence the Respondent has no comments to offer.

As said earlier the said transformer/switchboard was erected in the year 2007 and the Complainant Shri Pedro Joaquim Fernandes approached the licensee for shifting of the said transformer only in the year 2014, i.e after a gap of seven years, vide his letter dated 24.03.2014 (refer exhibit- D).

The Complainant was informed to give his willingness to bear entire cost of shifting and to show a suitable location in the vicinity of the building (refer exhibit-C marked at 'X'). However willingness has not been received in this office till today. The Complainant was also informed that the said transformer was not illegally erected and was erected only after taking the consent from the builder_and further informed him orally that the licensee has not damaged the private property as the said transformer has been erected beyond the set back area of the shop and also of the property and is falling in the road widening area.

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As regards to breach of rule 10 of "The Works of Licensee Rule 2006" under The Electricity Act, 2003, as alleged, the same has not been violated/breached at the site of execution of work as there is no Public nuisance, Environmental damage, damage to Public/Private Property, etc.

The Complainant's view that due to the said erection of transformer center/switchboard, has put him in monetary loss is not acceptable.

Further, it is pertinent to note that thereafter the Complainant filed a Complaint/Representation bearing No. 20/2019 before the Consumer Grievances Redressal Forum (CGRF) and the Complaint has been Dismissed by the Hon'ble Forum vide order No. 20/2019/142 dated 22.10.2019 as the case does not fall within the ambit of the Consumer Grievances Redressal Forum (CGRF). Thereafter, the Complainant filed a Review Petition/ Representation 01/2019 dated 21.11.2019 before the Consumer Grievances Redressal Forum (CGRF), which also has been Dismissed by the Hon'ble Forum vide order dated 06.01.2020 (Refer exhibit G & H). Para at Sr. No 9 is a factual submission hence Respondent has no comments to offer.

Para at Sr. No 10: It is completely denied that the licenses has illegally erected the Transformer Centre/ Switch board allegedly in front of the shop No ASH-1 of the Consumer and hence the Representation /Appeal No. 123 of 2020 filed by Shri Pedro Joaquim Fernandes may be dismissed.

Para at Sr. No.11: Work of Transformer/Switch Board erection was completed in 2007 and occupancy for shop was given in the year 2010 and Complainant has made his first representation vide his letter dated 24/03/2014 and taken possession

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of shop in 2015 i.e. after 8 years after the work of erection of the said Transformer/ Switchboard. The same builder M/s Revankar Constructions, who was then Power of Attorney holder of the Complainant who is the landowner of the property had agreed and allowed to install in 2007 the said Transformer Centre/Switchgear at the said location in front of the building A as shown in exhibit –A. It is pertinent to note that the Discom has no obligation whatsoever to compensate losses to third party due to infrastructure erected for supply of Power to consumers/locality as per Technical feasibility that too in this case the upgradation of the Transformer from 200 to 400KVA & thereafter 400KVA to 630KVA has been carried out by the builder itself.

Non-functioning of the shop cannot be attributed to electrical infrastructure obstruction and should be resolved by Complainant at his end skillfully by proper advertisement, etc. The Complainant's claims on monetary losses are denied and are baseless and illegal.

Para at Sr. No.12: The list of documents enclosed are not informative. The location as marked on the site plan of building A is not to scale, hence misleading and as regards to the order dated 02/11/2018 by CGRF Pune, it is pertinent to note that the claim of the Appellant (Case No 43/2018) was Dismissed.

Para at Sr. No. 13 & 14: Being legal averments the Respondent has no Comments to offer.

Further additional documents and clarifications were also supplied vide email dated-10/6/20, 17/6/20, 19/6/20 and 22/6/20. The copy of these emails and attached documents were also supplied to the Appellant.

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(C) CGRF Goa, Orders dated 22.10.2019 and 06.01.2020, preferred for Appeal:

“
The relevant part of the CGRF order is as under:-

ORDER

Essentially, the complainant is seeking shifting of the DSS Transformer center erected in proximity to his shop no. ASH-1 on the ground floor of Building 'A' of "Lotus Heights" at Malbhat, Margao. His grievance is not related to power supplied or the services rendered to him by the licensee.

Such a grievance would not fall within the ambit of this Forum to entertain under the Joint Electricity Regulatory Commission (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2019.

In the instant case, there is no service contract or agreement between the complainant and the licensee with respect to erection of the transformer. There is no apparent consumer - service provider relationship. The complainant is not a consumer of the licensee vis-à-vis the erection of the transformer. There are no issues raised with respect to public safety concerning the transformer centre.

Besides, the complainant happens to be the owner of the land in question who may have authorized the builder to develop the same. In such circumstances, it cannot be said that he was unaware of erection of the DSS transformer in his property. While the transformer was erected in 2007, the first complaint letter from the complainant came only in 2014.



Be that as it may, the licensee has stated that they are ready to shift the transformer and associated equipment subject to selection of site and feasibility if the complainant gives an undertaking to bear the cost of shifting, and that there has been no reciprocal action on part of the complainant till date.

In view of the foregoing, nothing survives in this complaint, and the same stands dismissed. No costs.

Order dated 06.01.2020 in Review Petition:-

The applicant has not brought any new or important matter of evidence to our notice that was omitted in the original proceedings. The grounds set out in the review application do not disclose any error and/or mistake apparent on the face of the record that call for recalling of our order dated 22.10.2019.

We did not find any merit in the review application, and the same stands dismissed.

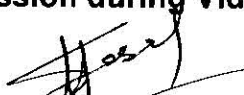
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(D) Deliberations during Video Conferencing on 24.06.2020 :

1. Appellant submission during Video Conferencing :-

- a. Shri Tarzan Da' Costa, Advocate/Representative of the Appellant reiterated his version as submitted in appeal and requested to set aside CGRF Goa order and to ask the Respondents to shift the Substation and award compensation.

2. Respondent Submission during Video Conferencing :-



- a. The respondents reiterated their version as submitted in reply to the appeal and requested to dismiss the appeal as substation has been correctly installed.

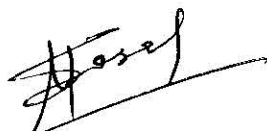
(E) Analysis & Observations:-

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

(a) The said regulations define a "complainant/consumer" as:

“

- (i) any electricity consumer or consumers including their legal heirs or successors, having a grievance/complaint against a licensee and lodging the same either directly or through their representatives, or
- (ii) any voluntary/registered consumer society/association or associations, registered under the law for the time being in force and making the complaints in the larger common or similar interest of the consumers, or
- (iii) any person whose electricity connection is disconnected, or
- (iv) an applicant for a new connection for the supply of electricity;
- (v) a consumer as defined under clause (15) of Section 2 of the Act, and



(vi) any unregistered association or group of consumers where they have common or similar interests. ”

(b) **A “grievance” is defined as:**

“grievance” means, and includes any complaint, relating to any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by a licensee in pursuance of a license, contract, agreement or under the JERC Electricity Supply Code 2018 as amended from time to time or in relation to the Distribution Performance Standards of the licensees, as specified by the Commission, and includes billing disputes of any nature **and matters related to safety of the distribution system having potential of endangering life or property; or a dissatisfaction of a consumer arising out of failure of the licensee to register or redress a complaint and shall include any dispute between the Consumer and the Licensee with regard to any complaint or with regard to any action taken by the licensee in relation to or pursuant to a complaint filed by the affected person.**

3. Following provisions have been notified in the Electricity Act, 2003:-

Section 67 of the Electricity Act, 2003

Quote

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“

- (1) A licensee may, from time to time but subject always to the terms and conditions of his license, within his area of supply or transmission or when permitted by the terms of his license to lay down or place electric supply lines without the area of supply, without that area carry out works such as:-
 - (a) To open and break up the soil and pavement of any street, railway or tramway;
 - (b) To open and break up any sewer, drain or tunnel in or under any street, railway or tramway;
 - (c) To alter the position of any line or works or pipes, other than a main sewer pipe;
 - (d) To lay down and place electric lines, electrical plant and other works;
 - (e) To repair, alter or remove the same;
 - (f) To do all other acts necessary for transmission or supply of electricity.

- (2) The Appropriate Government may, by rules made by it in this behalf, specify: -
 - (a) The cases and circumstances in which the consent in writing of the Appropriate Government, local authority, owner or occupier, as the case may be, shall be required for carrying out works;

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- (b) The authority which may grant permission in the circumstances where the owner or occupier objects to the carrying out of works;
- (c) The nature and period of notice to be given by the licensee before carrying out works;
- (d) The procedure and manner of consideration of objections and suggestion received in accordance with the notice referred to in clause (c);
- (e) The determination and payment of compensation or rent to the persons affected by works under this section;
- (f) The repairs and works to be carried out when emergency exists;
- (g) The right of the owner or occupier to carry out certain works under this section and the payment of expenses therefore;
- (h) The procedure for carrying out other works near sewers, pipes or other electric lines or works;
- (i) The procedure for alteration of the position of pipes, electric lines, electrical plant, telegraph lines, sewer lines, tunnels, drains, etc.;
- (j) The procedure for fencing, guarding, lighting and other safety measures relating to works on streets, railways, tramways, sewers, drains or tunnels and immediate reinstatement thereof;

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- (k) The avoidance of public nuisance, environmental damage and unnecessary damage to the public and private property by such works;
- (l) The procedure for undertaking works which are not reparable by the Appropriate Government, licensee or local authority;
- (m) The manner of deposit of amount required for restoration of any railways, tramways, waterways, etc.
- (n,o,p)

”

Unquote

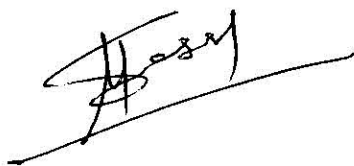
4. Following provisions have been notified in the **“Works of Licensee Rules, 2006:-**

“

3. Licensee to carry out works:-

(1) A licensee may –

- (a) carry out works, lay down or place any electric supply line or other works in, through, or against, any building, or on, over or under any land whereon, where over or where under any electric supply-line or works has not already been lawfully laid down or placed by such licensee, with the prior consent of the owner or occupier of any building or land;



(b) fix any support of overhead line or any stay or strut required for the purpose of securing in position any support of an overhead line on any building or land or having been so fixed, may alter

(c) such support:

Provided that in case where the owner or occupier of the building or land raises objections in respect of works to be carried out under this rule, the licensee shall obtain permission in writing from the District Magistrate or the Commissioner of Police or any other officer

Provided further that if at any time, the owner or occupier of any building or land on which any works have been carried out or any support of an overhead line, stay or strut has been fixed shows sufficient cause, the District Magistrate or the Commissioner of Police, or the officer authorised may by order in writing direct for any such works, support, stay or strut to be removed or altered.

(2) When making an order under sub-rule (1), the District Magistrate or the Commissioner of Police or the officer so authorised, as the case may be, shall fix, after considering the representations of the concerned persons, if any, the amount of compensation or of annual rent, or of both, which should in his opinion be paid by the licensee to the owner or occupier.

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- (3) Every order made by a District Magistrate or a Commissioner of Police or an authorised officer under sub-rule (1) shall be subject to revision by the Appropriate Commission.
- (4) Nothing contained in this rule shall affect the powers conferred upon any licensee under section 164 of the Act. ”

5. *The Hon'ble High Court of Gujarat in Order dated 29.8.2013 in SCA No. 18334 of 2011 & batch titled Dilip Singh Chauhan & Ors. Vs. Gujarat Urja Vikas Nigam Limited has held as under:-*

“
In our view, as observed by us herein above the Act itself provides two separate mode and mechanism for laying down the line by the licensee on the property of the owner or occupier. One mode is the procedure provided under Section 67 (2) of the Act read with Rules of 2006. The later mode is available only if the power is so conferred by the appropriate Government under Section 164 of the Act and order is issued for such purpose. If the order is issued under Section 164 of the Act for conferring the power upon a particular licensee – Electricity Company, it will be for the concerned Electricity Company and its officers to follow the mode and mechanism as provided under Telegraph Act and not under Section 67 of the Act read with the Rules of 2006. It is only in absence of order under Section 164 of the Act, any licensee for laying down the land would be required to follow the procedure under Section 67 (2) of the Act read with the Rules of 2006. Under these circumstances, it cannot be said that even if the order under Section 164 of the Act is issued by the appropriate Government

Haseel

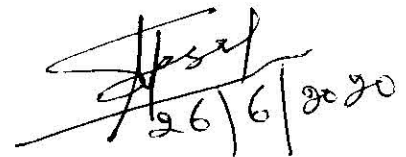
conferring power upon the licensee as that of the Telegraph Authority under the Telegraph Act, the licensee would be required to follow the procedure under Section 67(2) of the Act read with the Rules 2006. Therefore, the contention cannot be accepted.”

6. The Appellant is a consumer of Electricity Department, Goa, having CA No-60004736140 with sanctioned load of 01.880 KW.
7. In view of above provisions, the Hon'ble CGRF has erred in passing the said order under appeal that Appellant is not a consumer of Licensee vis-à-vis erection of transformer. Appellant has a Statuary right u/s-43 of Electricity Act to apply for Electricity connection and Licensee has a Statutory duty to develop and maintain efficient distribution system u/s-42 of Electricity Act-2003 .Section-67 of this Act provides for laying electric line or works read with Rules of 2006 or u/s- 164 of Electricity Act-2003. No separate agreement is required for erection of electric line or other works as the consumer either pay the full cost or pay the service Connection Charges as per tariff notified by the Hon'ble Regulatory Commission. The grievance of the Appellant is also fully covered under the definition of Grievance as discussed above.
8. Further in view of specific provision u/s-67 of Electricity Act, 2003 read with section- 3(1) of Works of Licensee Rules, 2006 the CGRF or the Ombudsman has no jurisdiction in the present dispute.

DECISION



- (i) The delay is condoned.
- (ii) For the reasons discussed above, the order passed by Hon'ble CGRF Goa, dated 22.10.2019 and 06.01.2020, preferred for Appeal are set aside and Appellant appeal/representation is dismissed due to lack of jurisdiction.
- (iii) Since the said order dated 22.10.2019 and 06.01.2020 passed by Hon'ble CGRF have been quashed and also lacks jurisdiction, therefore I do not propose to take up the other grounds raised by Appellant/Respondents in this Appeal.
- (iv) The Appellant is at liberty to approach the competent authority as per **Works of Licensee Rules, 2006** for redressal of his grievances.
- (v) In case, the Appellant or the Respondent is 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 appeal is disposed of accordingly.



26/6/2020

(M.P. Singh Wasal)

Electricity Ombudsman

Dated 26.06.2020

For Goa & UTs (except Delhi)