

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-IV-26-2017-18
Complainant	Representation by Nita Vikrant Kadam, E 269 Rajlaxmi Society, Old Padra Road, Vadodara daughter of Late Pandit Keshav Badgujar, F/4 Amishraddha Society, Ajwa Road, Vadodara.
Respondent	Shri D C Kaushik, Deputy Engineer, Sardar Estate, MGVCL.
Date of hearing	19.01.2018 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay CE (T&O) MGVCL Vadodara

The complaint dated 14.08.2017 regarding high amount of energy bill.

On 19.01.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Nita Vikrant Kadam, appeared on behalf of complainant Late Pandit Keshav Badgujar whereas Shri D C Kaushik, Deputy Engineer, Sardar Estate, appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. Representative Sunita Dilip Badgujar had applied for high amount of energy bill in Forum on 14.08.2017 addressed to Managing Director of MGVCL. In turn, Deputy Engineer Sardar Estate S/dn has replied to EE (East) Vadodara regarding high amount of energy bill for the month of March - April 2017 of Rs.34,305.00 for 4369 units for residence connection. After payment of testing fee on 06.06.17, the meter in question was replaced on 15.06.17. On 23.06.17, the meter was inspected in lab in presence of representative where meter was found OK.



further on the matter. However, field office has preserved this meter in

2. Again, for the month of May June 2017, 4732 units were recorded for which bill amount was Rs.37,353.60.

The Forum Members present at the hearing conveyed contention of both the

3. Since the meter was HPL make Semi static meter, MRI report could not be retrieved.

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The representative of the complainant contended that beginning of 2017, parents of representative were staying at above residence. She in her contention told that they were aged & hardly they are staying at above place. Mostly, house remains closed. They were frequently going to Mumbai and staying in Vadodara for few days. In their house having one room & kitchen, they have only 1 refrigerator & 2 fans. Further, in March 2017, due to ill health of her father, they had gone to Mumbai where medical treatment was obtained and in April 2017 end, her father passed away. Hence, there is no question of using electricity of 4000+ units in March April OR May June 2017, MGVCL has disconnected the supply due to arrears of Rs.70000/- above which they are not able to pay and argued that since nobody is staying meter is installed outside premises so there is no chance of accumulation of units of house lock and that also for 2 times which cannot happen. On query from the Forum that whether neighbor might have used their power but she has represented the neighbour's statement that they know this family and they hardly were staying in the house. So she told that that neighbours are very good and no chance for tapping the power. She showed the apprehension that meter reading might have jumped for this make of company which is resulted in such huge abnormality. She prayed to Forum to withdraw this to huge bills & relieve her from tension.

representations before Ombudsman"

1. Representation should be in writing duly signed by the complainant with his name and address.

2. Representation should be supported with affidavits.

The respondent contended that as per the units recorded in the meter the bill was issued for March April & May June 2017 and on the basis of application, meter was replaced & meter in question was got tested in lab in her presence where meter was found OK. Under these circumstances, field office cannot do

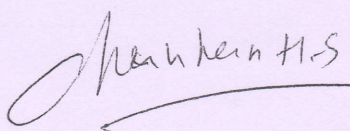


further on the matter. However, field office has preserved this meter in question in his office.

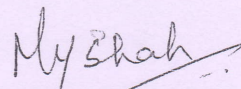
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed & opined that party may apply for 3rd party government approved independent lab for testing of the meter. So the doubt of any erratic behavior may be ruled out. Complainant agreed to this proposal & insisted that they will go for DISCOM high tech lab for testing & shall accept the results whatever arrives.

ORDER

The Forum has come to the conclusion that the Representation by Nita Vikrant Kadam, E 269 Rajlaxmi Society, Old Padra Road, Vadodara daughter of Late Pandit Keshav Badgujar, F/4 Amishraddha Society, Ajwa Road, Vadodara, may get meter tested by field office at DISCOM's cost for testing of meter in independent lab of government & directs MGVCL to cooperate the consumer all extend possible help to satisfy their grievances.



(Harsha S Chauhan)
Independent Member



(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. The Office address of the Ombudsman is : The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

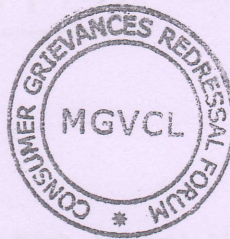
Procedure to make representations before Ombudsman***

1. Representation should be in writing duly signed by the complainant with his name and address.
2. Representation should be supported with affidavit.
3. True copy of order of Forum and original complaint made before Forum should be attached. Enclosed documents should be certified copies of the original documents.
4. The representation before Ombudsman should be submitted within 30 days from the date of order of Forum.
5. Copy of representation should be submitted at the office of Ombudsman. Copy of representation should be submitted to all respondents.
6. If the complainant is required to pay any amount according to the order of Forum, one-third of such amount should be deposited by complainant and proofs should be attached along with the representation.



7. The matter should not be pending before the competent Forum or any other court, tribunal, arbitrator or any other authority.
8. All representations should be with a sufficient cause, reasonable diligence causing the consumer prima facie loss and damages / inconvenience.
9. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>



Sub: Your grievances regarding the... of... (complainant late Shri Panditrao Keshav Badgkar, F 14, Am... Society, Nayivan Char Rasta, Awa Road, Vadodara)

Ref: Your application dated 14.08.17

Dear Sir,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Yours Sincerely,

For & on behalf of CGRF

(Signature)
(E. C. Mahmudani)
Convener

Encl: As above

Encs along with order for

ETA to AD MGVCL Corp Office, Vadodara

E to AD MGVCL Corp Office, Vadodara

Copy to

SE (City) MGVCL Vadodara

EE (O&M) MGVCL DD Vidwamitry (E) Vadodara

D to MGVCL Sardar Estate w/dn, Vadodara

He is requested to submit Action Taken Report within 7 days from the date of issue of this letter.