

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-II-05-2020-21
Complainant	Hiraben Pratapsinh Parmar, Village : Farod, Tal: Ghoghamba, Dist: Panchmahals
Respondent	Shri S S Gandhi, Deputy Engineer, Ghoghamba s/dn of MGVCL.
Date of hearing	30.07.2020 at Corporate office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri M T Sangada, (RA&C) MGVCL Vadodara

The complaint dated 10.07.2020 regarding high amount of energy bill of Rs.45340.57.

1.0 On 30.07.2020, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Hitendrasinh Pratapsinh Parmar, appeared on behalf of complainant Hiraben Pratapsinh Parmar whereas Shri S S Gandhi, Deputy Engineer, Ghoghamba s/dn, appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 The complainant Hiraben Pratapsinh Parmar, Village: Farod, Tal: Ghoghamba, Dist: Panchmahals, bearing consumer No.19137/00221/0 had represented their application on 19.03.2020 regarding high amount of energy bill to Convener, CGRF MGVCL and CGRF MGVCL had sent his application to S E (O&M) Godhra to resolve grievance in CRC Godhra which is to be held on 21.03.2020 but due to lockdown during March to May 2020, CRC held in June 2020.

2.2 The complainant has a single phase residential connection bearing consumer No. 19137/00221/0.

2.3 The complainant was regularly paying his bimonthly bill for average consumption @ 260 units.

2.4 The complainant had represented for high amount of bill served for the month Aug-Sept 2019 having present meter reading 24093 Kwh. The complainant had paid Rs.118/- on 16.10.2019 towards meter testing fees alongwith application for replacement of faulty meter.



- 2.5 Accordingly, meter was replaced on 19-10-2019 having last meter reading 24213 Kwh and same meter was tested in laboratory on 20.11.2019 and meter accuracy was found in order. Again, the meter was tested in presence of Consumer's representative on 12-02-2020 & result was found ok with last meter reading 24214.5 Kwh.
- 2.6 As the meter was found OK, complainant approached to Halol division for bill revision & Halol division had suggested field office to revise the bill by subtracting average unit bill of total 2340 units. Accordingly, revised bill amounting to Rs.45,340.57 was served to complainant to consumer for 6410 units.
- 2.7 Accordingly, complainant grievance was heard in sub division on 10-06-2020 and order for revised bill was conveyed to consumer.
- 2.8 Aggrieved by revised bill, complainant approached to CRC Godhra circle & on 20.06.2020 CRC had ordered that revised bill issued for units 6410 units for amount Rs.45,340.57 is in order.
- 2.9 As per the decision of CRC, the consumer was informed for payment of Rs.45,340.57. Aggrieved by decision of CRC, the consumer has represented as under :
- a) The calculation of bill amount of Rs.45,340.57 is wrong. The rate of 490 paise/unit applied for calculation was come into effect from 01.05.2019 whereas earlier for rural area, the rate applicable was 250 paise/unit.
 - b) The consumer has paid the bill regularly for their consumer No. 19137/00221/0.
 - c) The average bimonthly consumption was around 260 units upto April 2019. Then after, four months' bill was served in August 2019 for Rs.5909/-.
 - d) Meanwhile, during August 2019, meter reading "24093" Kwh was taken & old meter showing above reading was replaced by new meter on protest that old meter has technical defect.
 - e) The bill amount of Rs.71,354/- was revised to Rs. 45,340.57 which is also too high & not acceptable to the complainant.
- 3.0 The representative of the complainant contended that -
- 3.1 The MGCVCL had released single phase lighting connection bearing consumer No.19137/00221/0 for our residential purpose.
 - 3.2 Normally, our bi-monthly electricity consumption is 260 units and we are paying our bills regularly.
 - 3.3 We are utilizing electricity for 3 nos of tube lights, 4 nos of ceiling fans, 1 no of refrigerator and 1 no of television.
 - 3.4 MGCVCL has served the bill for 8750 units amounting to Rs. 71,354/- for the month of August-Sept 2019.



3.5 We have represented at Halol (O&M) division and as suggested by EE (O&M) Halol, bill was revised subtracting average unit 2340 units and issued revised bill amounting to Rs. 45,340.57.

3.6 We had approached CRC Godhra Circle vide our application dated 19.03.2020 and CRC Godhra has called us to solve our grievance on 20.06.2020 and ordered that bill revised by subdivision as per directives of Halol division is in order.

3.7 The revised bill amount Rs. 45,340.57 is too high & not acceptable to us.

3.8 The calculation of bill amount of Rs.45,340.57 is wrong. The rate of 490 paise/unit applied for calculation was come into effect from 01.05.2019 whereas earlier for rural area, the rate applicable was 250 paise/unit

3.9 We approached CGRF, MGVCL Vadodara vide application dated 10.07.2020 to get natural justice.

4.0 The respondent contended that -

4.1 On receipt of complaint regarding high amount of bill amounting to Rs.71,354/- for the month of August- Sept 2019, single phase meter was replaced on 19.10.2019 and same was tested in laboratory on 20.11.2019 and meter was found OK.

4.2 Again Meter was tested in the presence of complainant's representative on 12.02.2020 and meter accuracy was found OK.

4.3 Then, complainant had represented at Halol (O&M) division and as suggested by EE (O&M) Halol division bill was revised subtracting average unit 2340 units and issued revised bill amounting to Rs. 45,340.57.

4.4 Complainant had approached CRC Godhra Circle vide their application dated 19.03.2020 and CRC Godhra has called the complainant to solve their grievance on 20.06.2020 and had ordered that bill revised by subdivision as per directives of Halol division is in order.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:

5.1 Average bill for 260 units had been issued from June -July 2017 to Oct - Nov 2018 considering faulty meter.

5.2 Connected load of the complainant is noted.

5.3 Forum members has noted that revised bill issued for 6410 units (after deducting 2340 units) is prepared considering bimonthly billing and applying existing tariff.

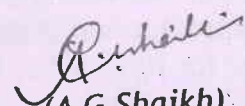


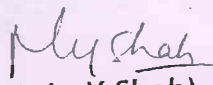
- 5.4 Forum instructed to respondent to spread over the entire consumption from June July 2017 to date of replacement of meter in bimonthly bill* and apply appropriate slab as per applicable tariff for respective financial year. Forum noted that consumption is accumulated as proper and actual spot billing was not done by concerned meter readers.

ORDER

- 6.0 The Forum members has directed respondent MGVL to spread over the entire consumption as directed in point No.5.4 above and issue the revised bill to the complainant Hiraben Pratapsinh Parmar, Village : Farod, Tal: Ghoghamba, Dist: Panchmahals.


(M T Sangada)
Technical Member


(A G Shaikh)
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.3.19 (viii) of GERC Notification No.2 of 2019.

Pröcedure 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>

