

Consumer Grievances Redressal Forum

(Formed Section 181, Sub-section (C) of the section 42 of The Electricity Act, 2003 and Regulatory (GERC) Notification No. 4 of 2004).

MADHYA GUJARAT VIJ CO LIMITED

Circle Office, Bhuravav Road, Power House, GODHRA – 389 001.

Email Id: cgrf.godharaco@gebmail.com

N.C. Vaidya

Contact No: 98792-02444

Ref. No: GDC/O&M/EE(T)/CGRF/Hearing/2021-22/7422

Date: 23-Sept-2021

Complaint No: MG-GDR-II-4 / 2021-22

To

Smt. Kamalaben Mansinhbhai Bhamat
Godhra Bhagol, College Road,

AT & Post: Santrampur

Ta: Santrampur (Dist. Mahisagar)

Subject: Your grievances regarding wrong billing U/S 126 of the Electricity Act-2003

Reference: Your application dated 31/07/2021 (Received on 05/08/2021)

Dear Sir/Madam,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum, MGCVCL, Circle Office, Godhra as mentioned above.

Thanking you,

Yours Sincerely
For & on behalf of CGRF



(NC VAIDYA)
Convener

Encl. As above

Copy fwcs along with order to:

1. ETA to MD MGCVCL Corp Office, Vadodara
2. C E (Proj) MGCVCL Corp Office, Vadodara
3. ACE (R&C) MGCVCL, Corp Office, Vadodara

Copy to:

1. SE (O&M), MGCVCL, CO, Godhra
2. EE (O&M), MGCVCL, D.O., Lunawada
3. DE MGCVCL, Sub-division, Santrampur-1 .

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

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
CIRCLE OFFICE, POWER HOUSE COMPOUND,
GODHRA - 389 001.**

Subject	Consumer Grievances Complaint No.MG-GDR-II-4/2021-22
Complainant	Smt Kamalaben Mansinhbhai Bhamat, AT & Po: Santrampur, Dist. Mahisagar.
Respondent	Shri H.U. Kalal, Deputy Engineer, MGVCL, Sub-division, Santrampur - 1
Date of hearing	27/08/2021 at MGVCL, Circle Office, Godhra.

QUORUM	NAME
Chairperson	Shri A.G. Shah, Nadiad
Independent Member	Shri D.I. Patel, Baroda

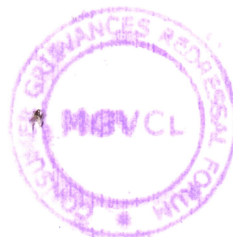
The application dated 31/7/2021 received at MGVCL, Circle Office on 5/8/2021 for wrong electricity bill.

- 1.0 The consumer was called on 27/8/2021 to hear the complaint and Shri Mansinhbhai Vallabhbhai Bhamat attended the Forum whereas on behalf of MGVCL, Deputy Engineer Shri H.U.Kalal attended the Forum. Both the parties were heard.
- 2.0 The brief history of case is as under:
 - 2.1 They have electric residential connection with consumer No: 09695/15783/1.
 - 2.2 He states that the house was closed and it is not used for the last 4 years but electrical connection is connected.
 - 2.3 The meter is installed outside the house and reading can be seen easily assessed. They have paid all the bills which are issued by the MGVCL.
 - 2.4 During the month of November-2019, they have started the construction of another house just adjacent to this building and they were utilizing one tube light for lighting purpose.
 - 2.5 During checking, authorities have detected the connection and Under Clause 126 a bill of Rs. 26,455=34 was issued. It further states that they



have further issued the bill of 7010 units amounting to Rs. 53,830=19 and total bill as Rs. 80,285=53.

- 2.6 They have represented the matter regarding accumulated of 7010 units but due to Corona, it was not heard.
- 2.7 Due to above arrears, MGVCL has denied to register the new connection for their 2 sons as well as Trust located at Narsinpur, Taluka Santrampur. Considering that they have paid the amount of Rs. 80,285=53 and MGVCL has released the above connection.
- 2.8 MGVCL has informed further to pay Rs.11110=78 as Delay Payment Charges to be paid by the applicant.
- 2.9 He states that the bill issued Under Section 126 for the amount Rs. 26,455=34 in nearby house is wrong as it was not theft.
- 2.10 The house was in non-use but the meter was outside and Meter Reader can take reading easily but the Meter Reader has not issued the bill with proper reading.
- 2.11 During the house as non-use, they have used 1 tube light but for that 7010 units cannot be used and they doubted mischief with the meter and they have represented, the MGVCL has not called for him for the testing in the laboratory.
- 2.12 Lastly they represented that meter reading should be carried out regularly along with the proper reading and to revise the bill suitably in the above matter.
- 3.0 The representation received by Shri Mansinhbhai Vallabhbhai Bhamat on 27/8/2021:
- 3.1 He states that the connection is in the name of his wife Smt. Kamalaben Mansinhbhai Bhamat.
- 3.2 The meter is outside the house and reading can be seen assessed. During the period 2016-20 reading is not taken by the Meter Reader properly and lastly they have issued the bill for 7010 units as Rs. 53,820=00.
- 3.3 During checking on 20/11/2019, the power was utilized for construction of house for their daughter and construction was in progress. For that unauthorized bill is issued.
- 3.4 Due to Corona pandemic, he states that the representation was not carried out.
- 3.5 Also for new connection for their both sons and temple were denied by MGVCL for non-payment of outstanding dues. They have paid the outstanding dues.



- 3.6 MGVL has informed to pay Rs. 13,804=00 as outstanding and then change of name procedure is followed by MGVL.
- 3.7 Lastly they represented to avoid harassment to the consumer, to attend meter reading on regular interval and to postpone recovery of interest effected by the MGVL.
- 4.0 The representation of Deputy Engineer:
- 4.1 The Deputy Engineer Shri H.U. Kalal represented that in response with the application dated 20/5/2020, the consumer is suitably replied vide letter No. 1398 dated 1/6/2020 in which it is stated that the house was closed for past long time so meter reading was not carried out. During the month September-October-2019 on spot reading was attended by Meter Reader and accordingly 7010 units' bill amounting to Rs. 53820=19 was issued to the party.
- 4.2 During the installation checking of above consumer on 20/11/2019, unauthorized extension of load was found for construction work nearby the house and total connected load was 0.355 KW.
- 4.3 Accordingly, bill of 3436 units Under Section 126 with the amount of Rs. 26455=34 was issued to the party. The bill was issued on 21/11/2019 and it was stated in the covering letter that if the applicant has any objection regarding bill, they can represent the matter either verbally or in written within 7 days on receipt of this bill. If the consumer fails to represent the matter against the bill within above stipulated period, it will be presumed that nothing is to be represented by the party and the bill issued will be considered as final bill.
- 4.4 Against the regular bill for the units 7010 units and for additional bill of unauthorized extension for the amount Rs. 26455=34 and regarding charging of Delay Payment Charges, party is already informed suitably by Deputy Engineer, Santrampur - 1 vide letter No. 1043 dated 23/3/2021. At the time of issue of bill for units 7010, the consumer has not represented the matter for such high units.
- 5.0 Conclusion of the Forum:

The bill for the units 7010 issued by Deputy Engineer Santrampur - I is found during on spot reading of October-2019 by the Meter Reader and consumer has not represented any matter for such high bill on receipt of the bill. During checking on 20/11/2019, additional bill for Rs. 26455=34 was issued and in the letter No. 3215 dated 21/11/2019, it was informed to represent the matter for any objection against this bill verbally or in written but the consumer has not represented the matter for objection of the bill Under Section 126. As per the GERC Notification No: 7:34 the consumer has to make the representation for objection against the additional bill within 7 days when MGVL issues the additional bill. When regular bill is not paid in the stipulated time period, from the very next day, the Delay Payment Charges is applicable on outstanding amount



which is reflected in the next bill and accordingly the consumer is bound to pay the bill plus Delay Payment Charges at the time of payment. For Delay Payment Charges, Deputy Engineer Santrampur - 1 has informed to party vide letter No. 1043 dated 23/3/2021 as Delay Payment Charges as per Company norms which cannot be deleted or postponed.

6.0

ORDER

The CGRF has heard both the parties and it has come to the conclusion that the action taken by the Deputy Engineer Santrampur -1 is in order.

Absent

(Shri K.B. Dhebar)
Technical Member

Patel

(Shri D.I. Patel)
Independent Member

Shah

(Shri A G 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>

