

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-I-5-2017-18
Complainant	Shri Rajivkapoor, A21, Parth Park Society, Vasna Road, Vadodara
Respondent	Shri D A Kadiya, Deputy Engineer & Shri Rasikbhai Vasava Dy SA of Vasna s/dn of MGVCL.
Date of hearing	21.04.2017 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Hārshā S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVCL Vadodara

The complaint dated 20.03.2017 regarding grievance regarding energy bill.

On 21.04.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein representative Shri Rajivkapoor appeared on behalf of consumer Smt Rekha Rajivkapoor whereas Shri D A Kadiya, Deputy Engineer & Shri Rasikbhai Vasava Dy SA of Vasna s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

- Grievances regarding incorrect bills & misbehavior of the local staff against him.

Complainant contended that he had to apply for frequent revision in bill due to overwriting / incorrect meter readings in the bills served to him. Moreover, he has a strong grievances against the misbehavior of the employee of s/dn where he was not heard properly and his problem was not solved to his satisfaction. Though he was out of the country, he was served the energy bill for 724 units which is highly objectionable to him.

The respondent contended that :

- 1) For the billing period of Feb March 2016 bill was served on 21.03.2016 for average 270 units bill due to faulty meters.
- 2) For the billing period of April May 2016 bill was served on 21.05.2016 where last reading of the old meter which was replaced on 26.04.2016 whose final reading was 3898 units and present reading of new meter was 176. The initial



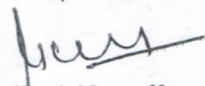
reading of new meter was 8 units so the total consumption including old and new works out to $168 + 100$ units = 268 units which was served on 21.05.2016.

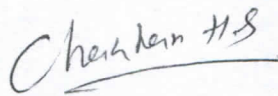
- 3) For the billing period of June July 2016 bill, since house was locked, past reading of the meter was 176 and present reading was also 176 units hence average bill of 270 units under house was locked was given.
- 4) For the billing period of August Sept 2016 bill served on 23.09.2016, the past reading of the meter was 176 and present reading on the date of billing was 900 units so difference of 724 units was given for the period from 21.5.2016 to 23.9.2016, for four months (125 days) after due bifurcation & revision. So his misconception of issuing 724 units during his absence in India was already corrected & grievances was addressed.
- 5) Regarding misbehavior of the staff (meter reader) of Vasna s/dn SDO has already issued warning letter to concerned meter reader and in presence of the representative of the complainant assurance was given that due care will be taken in future for not to put consumer into convenience.

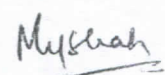
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that revised bill served to the party is for four months and not for two months that was cleared to the complainant and local officer was directed to be cautious regarding working of concerned employees. Take suitable disciplinary actions against the employees who are not discharging their duties properly.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to issue detailed revised bill with a calculation to the party and instruct meter reader and concerned billing staff to be more vigilant while discharging their duties so as not to raise any grievances in future for any consumer like complainant Shri Rajiv Kapoor, A21, Parth Park Society, Vasna Road, Vadodara.


(B J Upadhyay)
Technical Member


(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 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>

