

**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-104-2014.15
Complainant	Shri Manubhai Punjabhai Talpada, Vill : Odd, Dist : Anand
Respondent	Shri N C Vaidya, Deputy Engineer, Bhalej s/dn of MGVCL.
Date of hearing	23.01.2015 at Anand

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The complaint dated 15.01.2015 regarding abnormal high amount of energy bill for the month of Sept Oct 2014 billed in Nov 2014.

On 23.01.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Manubhai Punjabhai Talpada & his nephew Shri Sanjaybhai M Talpada were present as complainant whereas Shri N C Vaidya, Deputy Engineer, Bhalej s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant has consumer No.19611/02841/5 for residential purpose.
2. Abnormal high amount of energy bill for the month of Sept Oct 2014 billed in Nov 2014 amounting to Rs.9929.65 was delivered by MGVCL.
3. As convincing reply not received from MGVCL Bhalej s/dn requested to Forum to give justice.

The complainant contended that he is using 4 fans, One TV, 4 Tube lights for residential purpose & for that normal energy bill is being received about Rs.1000/- to Rs.1200/-. The bill for the month of Sept Oct 2014 received on 1.11.2014 is abnormal high i.e. 1430 units amounting to Rs.9929.65. Though the meter testing fee of Rs.110/- is also paid by him on 15.12.2014, their grievances are still not resolved. The accuecheck meter shows "F" which is not clarified. Also, on 1.11.2014, there was a high voltage spark which is resulted into hike in energy bill of consumers of that area.

The respondent contended that the meter testing fee Rs.110/- was paid by the complainant and his energy meter was tested with accuecheck meter on 15.12.2014 by Deputy Engineer but the meter have permissible error of +0.54%.

The said test was carried out in presence of consumer and recorded in testing sheet No.106 dated 15.12.2014. The remark is passed by the Deputy Engineer, Bhalej s/dn that complainant has not signed on the test result sheet even though testing carried out in his presence. The high bill complaint against energy bill of Sept Oct 2014 billed in Nov 2014 is 1430 units hence Rs.9929.65 bill is issued to the complainant which may due to accumulation of reading by meter reader who has taken reading on 24.02.2014, 01.05.2014, 27.06.2014 and 01.09.2014. It is also represented by respondent that meter is Static and on the height of around 6 to 7 ft hence height may be obstructing for taking reading. There is also 735 watts load connected while carry out meter testing with accurate meter load also inclusive of one freeze which is not declared by the complainant in his complaint letter. As the meter is under question is found OK during testing at site but MRI data is not taken due to old version of software.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MRI report for the same is required to clarify the matter. Hence, respondent was instructed to take MRI data by crediting to lab if MRI data is not possible to collect at site.

In view of the above discussion, the Forum is of the opinion that considering the MRI report submitted for the energy meter installed at complainant's premises due to accumulation of reading since April 2014. Complaint at high bill arise in the month of Nov 2014.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited that on the basis of MRI data, benefit of difference eligible. As per corresponding slab of respective month if any should be given to the complainant Shri Manubhai Punjabhai Talpada, Vill : Odd, Dist : Anand, rest of the part abnormal recording of meter do not stand and stands disposed off.

(A G Shah)
Technical Member

(Harsha S Chauhan)
Independent Member

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>