

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-III-24-2016-17
Complainant	Shri Narendrasinh Shankarsinh Solanki, At & Post: Apruji, Ta. Kathlal, Dist; Kheda.
Respondent	Shri H.A. Pandya DE Kathlal- II S/Dn.
Date of hearing	18.11.2016 at Anand MGVL Circle Office, Anand

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

The complaint dated 29.10.2016 regarding high amount of energy bill.

1.0 On 18.11.2016, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri B. B. Solanki , appeared on behalf of Shri Narendrasinh Shankarsinh Solanki, At & Post: Apruji, Ta. Kathlal, Dist; Kheda. whereas Shri H.A. Pandya DE Kathlal- II S/Dn. appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1.1 The complainant Shri Narendrasinh Shankarsinh Solanki , At & Post: Apruji, Ta. Kathlal, Dist; Kheda, a BPL consumer has a complain that he was issued first energy bill in November 2014 of 7260 units of Rs. 47896.65 from the date of release 1.11.2011. This being very huge amount, he is unable to pay in one stroke. Further, meter installed at his location is also defective which is not replaced. The party was called by CGRF at Anand Circle on 18/11/2016 to represent his case.

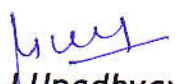
1.2 The representative Shri B.B.Solanki of the complainant contended that the consumer is a from poor family. So, he is not in a person to pay the huge amount bill of Rs. 47896.65 in one go. Further, the connection in question was released in 2011 so, why the bill was so late served i.e after about 3 years is not understood. Party has approached the field office for that issue but was no result. Moreover, the meter installed at his residence seems to be running fast so, regular bills served to him are of high value. Meter in question has also not tested by the company. He on behalf of the consumer contended that he should get the relief from payment of this huge amount of residential energy bill and his meter should also to be

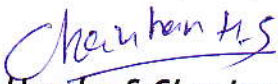
checked immediately. He agreed to the situation that, if he is given relief and meter is tested than, he on behalf of the consumer shall clear the dues.

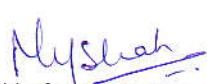
- 2.0 The Respondent Shri H.A.Pandya Deputy Engineer (O&M), MGVCL, Kathlal II Sub Division, contend that, as per office records with him, the said connection was released on 1.11.2013. The bill amount of Rs. 47896.65 is true but on the basis of the party's representation the it was bifurcated and revised to the amount of Rs. 36,438/-so, relief was given. Regarding testing of the meter It was asked to the consumer to pay the required testing fee then only the meter can be tested. But till date the party has not paid the fees So, his meter could not be tested.
- 2.1 At the time of personal hearing both the parties reiterated their contention which was already submitted in their written statement. In view of the above, & discussion thereon, the Forum is of the opinion that on the basis of the natural justice the bill issued to the party Shri Narendrasinh Shankarsinh Solanki, At & Post: Apruji, Ta. Kathlal, Dist; Kheda. may be bifurcated from the actual date of release to the date of 1st bill issued.
- 3.0 In the view of the above discussion, the Forum is the opinion that the consumer may be given bifurcation in the bills in slab wise. Also the meter must also be tested immediately on payment of necessary fees. Any abnormalities in the meter if found after testing, necessary effect may be passed to the consumer's account.

ORDER

- 4.0 The Forum directs the Madhya Gujarat Vij Co Limited, ^{to} the issue the bill after due bifurcation of units from the actual date of release to the 1st bill issued. Get the meter tested in the laboratory in the presence of the consumer. Pass on any abnormalities if observed in the working of the meter to the account of the consumer Shri Narendrasinh Shankarsinh Solanki, At & Post: Apruji, Ta. Kathlal, Dist; Kheda.


(B J Upadhyay)
Technical Member


(Ms Harsha S Chauhan)
Independent Member


(Mrs 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>