

**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-107-2014.15
Complainant	Shri Premabhai Kalubhai Vankar, At & Post : Bahi Tal: Sahera, Dist : Panchmahals
Respondent	Shri T C Vyas, Deputy Engineer, Sahera s/dn of MGVCL.
Date of hearing	06.02.2015 at Vadodara & 13.02.2015 at Nadiad

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The complaint dated 27.12.2014 addressed to DE Sahera (recd on 31.01.2015) regarding mistake in all agricultural vij connection bills.

On 06.02.2015 at Vadodara & 13.02.2015 at Nadiad, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Premabhai Kalubhai Vankar was absent Shri T C Vyas, Deputy Engineer, Sahera s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are as under:

1. Agricultural connection released in Feb 2007
2. It is metered tariff having 3 HP load.
3. Till August 2011, consumption recorded in meter is 1959 units
4. The complainant has listed irregularities in meter rent from 2008. Though complainant is paying regular energy bills, some amount being displayed as arrears.
5. Complainant has requested the Forum to look into matter and give proper justice.

During hearing, the complainant was absent on 06.02.2015 at Vadodara & 13.02.2015 at Nadiad.

The respondent contended that agricultural connection is under A-3 metered tariff. Complainant having consumer No.10120/50695/5. MGVCL Auditor had raised audit para for recovery of meter rent from July August 2009 to Sept Oct 2011 for Rs.560/-. The 3 phase meter in respect of above consumer was replaced in month Aug 2009. The meter rent was required to be recovered as per 3 phase meter but it was billed by-mistake as 1 phase. During audit, this point was highlighted and recovery of differential amount of Rs.560/- was levied. It was informed to the complainant vide letter dated 13.10.2014 that instead of recovery of meter rent amount Rs.60/-, actually it was recovered Rs.20/-. Respondent contended that he has given full understanding of all calculations. Complainant has paid above recovery amount of Rs.560/ on 10.01.2015 so the complaint is resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the matter is not properly documented to arrive for recovery of Rs.560/-. Respondent has submitted consumer personal ledger documents but its needs to scrutinize in reference of meter rent bill, computer entry, actually paid amount etc all monthwise. Respondent was asked to submit proper documentations in respect of monthly / bi-monthly meter rent and also give copy to the complainant. Accordingly, respondent has submitted documents prepared in Gujarati language on next hearing date of 13.02.2015 which is attached herewith as Annexure A. Forum has gone through these documents and found in order. Also the party vide his letter dated 11.01.2015 submitted his written statement for satisfactory solution of his grievances. Party has paid all pending dues on 10.01.2015.

ORDER

The Forum directs the complainant Shri Premabhai Kalubhai Vankar, At & Post : Bahi, Tal: Sahera, Dist : Panchmahals, that Rs.560/- recovered against differential amount of meter rent for the period from July August 2009 to Sept Oct 2011 is in order.

(A G Shah)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
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>