

**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-70-2014.15
Complainant	Smt Kokilaben Kanubhai Parmar, Block No.87, Flat No.14, BSUP Aawas Yojana, Harni Warsiya Ring Road, Kishanwadi, Vadodara
Respondent	Shri D C Kaushik, Deputy Engineer of Sardar Estate s/dn of MGVCCL.
Date of hearing	10.10.2014 at Vadodara

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

The complaint dated 25.09.2014 regarding residence vij billing complaint for their residence at Block No.87, Flat No.14, BSUP Aawas Yojana, Harni Warsiya Ring Road, Kishanwadi, Vadodara.

On 10.10.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Smt. Kokilaben Kanubhai Parmar and her representative Shri Chandrakantbhai R Shah appeared whereas Shri D C Kaushik, Deputy Engineer of Sardar Estate s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.16421/10230/7.
2. The connection was released on 10.08.2011.

The representative of the complainant contended that Smt Kokilaben Kanubhai Parmar is owner of 87/14, BSUP Aawas Yojna, Kishanwadi, Vadodara, but she has taken physical possession of the premises in June 2014. Prior to that following bills issued by MGVCCL are not received by her.

- | | |
|---------------------|----------------|
| 1. March April 2013 | for Rs.2456.98 |
| 2. May June 2013 | for Rs.3290.28 |
| 3. July Aug 2013 | for Rs.2717.55 |

The consumption recorded and billed prior to physical occupation of the house is doubtful. The meter was got tested and reported by MGVCCL that there is no any defect in the meter. It is not understood how energy consumption recorded without use of power so requested to look into the

matter. The representative has also expressed that if the connection could have disconnected in time for non-payment of bills accumulation arrears could have been avoided which is not done by MGVL.

The connection released on 10.8.2011. There was no consumption up to Jan Feb 2013 billed in March 2013. Minimum bill issued during these period are not paid by the consumer. Energy consumption recorded from billing cycle of March April 2013 to Nov Dec 2013 and billed are also not paid by the consumer. As per record, disconnection made on 26.09.2013, meter removed on 10.12.2013. RPAD Notice issued vide Sardar Estate/Billing/5588 dated 26/12/2013 to the consumer to pay the arrears and get the connection reconnected. Also on 31/01/2014 RPAD Notice issued to the complainant to pay arrears otherwise legal action will be initiated. He also stated that the complainant had not agreed the decision taken to pay arrears during Lok-Adalat held on 20/06/2014. All this from date of connections released till last bill issued before the meter removal are as per actual consumption recorded in the meter.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant has raised doubt about the working of meter so the forum asked the respondent to get the meter tested in meter testing laboratory in presence of consumer and also to collect MRI data. The respondent has submitted lab testing report dated 21/10/2014 wherein it is reported that there is no defect in the meter and working ok. Last meter reading noted by the meter testing Lab is 2138. It is matching with MRI data downloaded on 21/10/2014 (2139.55). It means before occupation of the premises by the complainant, somebody must have used the power and it is confirmed by the complainant that she has not visited the premises before her shifting to the premises.

In view of the above discussion, the Forum is of the opinion that the bills issued by the meter reader are as per actual consumption and also correct working of the meter confirmed by meter testing laboratory. All the bills issued till date are in order.

ORDER

The Forum directs the complainant Kokilaben Kanubhai Parmar, Block No.87, Flat No.14, BSUP Aawas Yojana, Harni Warsiya Ring Road, Kishanwadi, Vadodara, that the bills issued by MGVL are in order and pay the bills.

(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 Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.*

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>