

**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-100-2014.15
Complainant	The Executive Secretary, Jagrut Grahak, OPP: Tower, Shiyapura Police Chowky, Near Mahadev Temple, Shiyapura, Vadodara
Respondent	Shri Amish Desai, Deputy Engineer, Dandia bazaar s/dn, MGVCL
Date of hearing	09.01.2015 Vadodara

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

The complaint dated 30.12.2014 regarding refund against amount paid towards energy bill - Consumer No.16138 / 00433 / 7 of Dandiabazar s/dn office.

On 09.01.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Niranjan Pandya, Trustee of Jagrut Grahak appeared on behalf of M/s. Jagrut Grahak, whereas Shri Amish Desai, Deputy Engineer of Dandiabazar 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.16138/00433/7 under RGPU tariff.
2. The complaint is regarding wrong consumption recorded in meter No.10256658.
3. Last four bills issued by MGVCL up to Nov-Dec 2014 should be checked & refunded to complainant by way of credit adjustment in consumer No. 16138/00433/7.

The representative of the complainant contended that the said connection are in the name of Bhargaviben K Bhatt and at present Jagrut Grahak Institute is legal occupant. It is two storied building and the connection No. 16138 / 00433 / 7 is used for second floor lighting appliances, which is not being used since long and hence there should not be any recording of consumption. Hence, the consumption recorded by meter No. 10256658 of above connection is wrong for the period of last four bills & that should be refunded. It is also requested to review another bill issued under section 126 as they have no such intention for misuse of power.

The respondent contended that the site was visited by him on dated 02.01.2015 and found meter with No.10341737 having consumer No. 16138 / 00433 / 7 and there is 785 watts load connected for office use situated at first floor. The second floor is not being used and its wiring is also disconnected but it is through Meter No.10341736 having consumer No.16138/00434/5. He personally visited the place on dt. 02-01-2015 and checked load of both the connections including meter number and consumer number. The meter No. 10256658 was changed by meter no. 10341737 on 27.10.2010. While installation checking, it was found that the first floor connection is being used for commercial purpose, so supplementary bill for change of purpose under Section-126 of Indian Electricity Act, 2003 was issued.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that during personal visit of Deputy Engineer, he noted two connections under RGPU tariff for use of first floor and second floor. The consumer No.16138/04333/7 with meter No.10341737 is actually being used for office purpose at first floor and consumer No.16381/00434/5 with meter No. 10341736 is connected at second floor but its wiring found disconnected for repairing purpose. Both connections applicable tariff is RGPU, whereas the first floor being used as commercial, so the Supplementary Bill issued under Section-126 by the Respondent is in order. The meter numbers given by the complainant are not proper and there was no consumption recorded in the meter connected at second floor. Therefore, the energy bills issued during last four months to both connections are in order.

In view of the above discussion, the Forum is of the opinion that the meter No.10341736 is working properly as per lab certificate No. 744 dated 12.01.2015. The load of 785 watts was recorded in the other meter No.10341737 with consumer No.16138/00433/7. The bill issued under Section-126 of Indian Electricity Act, 2003 is not under the jurisdiction of the Forum.

ORDER

The Forum directs the consumer The Executive Secretary, Jagrut Grahak, OPP: Tower, Shiyapura Police Chowky, Near Mahadev Temple, Shiyapura, Vadodara that bills issued in respect of consumer No.16138/00433/7 and consumer No. 16381/00434/5 by Madhya Gujarat Vij Company Limited are 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>