

**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-115-2014.15
Complainant	Sr Divisional Electrical Engineer (Power), Western Railway, Divisional Office, Vadodara
Respondent	Shri S M Patel, Deputy Engineer, Kalol s/dn of MGVCL
Date of hearing	27.02.2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 18.02.2015 regarding electricity bill arrears of Derol Railway Station, Godhra (07514/00949/3)

On 27.02.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein representative Shri M L Mourya, Section Electrical Engineer of Derol Railway Station appeared on behalf of Western Railway, whereas Shri S M Patel, Deputy Engineer, Kalol s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. There is three phase electric connection bearing consumer No.07514/00949/3 under NRGp tariff at Derol Railway Station in the name of Western Railway.
2. The connection was released on dated 22.03.2005. There was beehive on the meter box hence the reading was not possible to take so bills were issued on average units consumption basis.
3. The beehive was removed on 21.02.2010, the meter was replaced on same day. Recorded units in this meter were billed to the consumer.
4. Again beehive problem noticed at the same place so meter reading was not possible.
5. Therefore, average billing was done till July 2014 due to again beehive problem.

6. Again after July 2014, the beehive was removed and recorded units in meter (accumulated) was considered and accordingly bill was issued to Western Railway amounting to Rs.14.17 lacs.

The representative of the complainant contended that at Delol Railway station, there are 3 nos of connections, other two connections bearing consumer No.07504/10813/8 and even No.07504/10307/9. All bills are being paid regularly since the release of connection. They were not informed for beehive problem obstructing to take meter reading. They would have taken suitable action to clean it. They have submitted history of billing in its payment, requested the Forum review the bills and give appropriate adjustments.

The respondent contended that since release of connection, the meter reader could not take meter reading bearing consumer No.07514/00949/3. It was being billed considering average consumption till replacement of meter on dated 21.02.2010. Again from next billing cycle, meter reader could not take reading due to same problem i.e. beehive on meter box. It was cleared in July 2014 till the billing was done on average consumption basis. In the bill of Dec Jan 2015, all accumulated units recorded in old and new meter were billed amounting total arrears of Rs.14,26,545/- which is not paid by the complainant except current month's bill. The meter reader has not informed to their office about the problem. Also, due to CRM module problem, computerized e-urja system, meter replacement entry (21.02.2010) not accounted so billing of that period (22.03.2005 to 21.02.2010) was not considered which are now billed along with accumulated bills from 22.02.2010 to July 2014. So accordingly to him, the bill prepared is for total units recorded in both meters for the period from 22.03.2005 to July 2014.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MGVCL had not taken care to rectify problem of meter reading since installation of meter. The average bills were issued for considerable long period i.e. from 22.03.2005 to July 2014. At the same time, Western Railway authority had also noted bring to the notice of MGVCL for either no receipt of bill or average billing in the month of Dec Jan 2015 bills issued for current month's consumption. Actual recorded units from 22.03.2005 to 21.02.2010 (old meter) and from 22.02.2010 to July 2014 (new meter) amounting to Rs.14,26,545/-. Western Railway authority has taken objection for such high amount of bills. The ledger copy of the electricity consumption is also reflecting lacuna on the part of meter reader where meter reading recorded erratically. It is also noted that while issuing bill in the month of Dec Jan 2015, billed units till July 2014 are not considered for deduction and total units recorded to give units are not bifurcated in equal months to give units slab benefits as per tariff schedule.

In view of the above discussion, the Forum is of the opinion that bills should be revised by dividing accumulated units in respective months and to be billed as per

tariff schedule units' slab. It is also to consider the deduction already billed units till July 2014.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate accumulated units after deducting regular units billed by way of monthly electricity consumption and extend benefit of appropriate units slab to complainant Sr Divisional Electrical Engineer (Power), Western Railway, Divisional Office, Vadodara. It is also directed to give detailed copy of revised monthly billing statements to the complainant and to the Forum.

(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>