

**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-116-2011.12
Complainant	Shri Rameshchandra Tribhovandas Pandya, at 5, Nalanda-II, Waghodia Road, Vadodara 390 019.
Respondent	Shri M G Amin Dy Engineer of Gorwa s/dn MGVCL.
Date of hearing	24.02.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 31.01.2012 (received on 13.2.12) is for refund against electricity bills for the month of Dec 2011.

Today on 24.02.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshchandra Tribhovandas Pandya (son of complainant Shri Tribhovandas Pandya) , appeared himself on behalf of complainant whereas Shri M G Amin, Deputy Engineer of Gorwa 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. The complainant has consumer No. 15304/ 00657/ 7 with Meter no.11307271.
2. The meter was removed on 3.7.2007 with service line. This reason for removal of meter could not explained either by the complainant or the respondent but as per complainant it may be due to very old and damaged premises.
3. The property was under dispute between legal heirs due to demise of consumer Shri Tribhovandas Pandya and filed case in the court.
4. The Court has given verdict "for property distribution on 15.10.11". The said premises allotted to the complainant.
5. During November 2011, MGVCL has raised the energy bill of Rs.93/ including meter rent and DPC amount. The consumer / heirs have deposited Rs.30/ on 13.8.2007, Rs.120/ on 11.9.2007, Rs.150/ on 15.05.2008 and Rs.700/ on 01.11.2011 respectively against past arrears recovery.

The representative Shri Rameshchandra T Pandya (son of the consumer) contended that there is no meter and service line in their premises,

MGVCL has charged the meter rent which is not fair. As the property was under dispute, they have paid the different amount on different dates. He has requested that meter rent should not be considered chargeable.

The Respondent Shri M G Amin D E of Gorwa s/dn of MGVCL contended that though the meter is removed on 3.7.2007, he is not able to find the reason for removal of meter from the records. The bills are issued with the same meter number but he could not confirm that the same meter is preserved in the lab or not?

In view of the above discussion, the Forum is of the opinion that the MGVCL has to confirm the Delayed Payment Charges (DPC) charged to the consumer is after deduction of the payments made from time to time. As such, when meter is removed by MGVCL and no confirmation about the utility of meter at other places, the meter rent should not be charged to the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recalculate the minimum bill amount without meter rent charges and related DPC only after deducting the amount paid by the consumer from time to time.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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>