

**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-II-29-2012.13
Complainant	Shri Kesharishinh Fatesinh Raj at village Kanjari, Tal: Nadiad, Dist : Kheda.
Respondent	Shri H R Patel, Deputy Engineer of Anand (North) s/dn of MGVCL.
Date of hearing	20.07.2012.

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 29.06.2012 is for energy bill amount.

Today on 20.07.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kesharsinh Fatesinh Raj was absent whereas Shri H R Patel, Deputy Engineer of Anand (North) s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are:

1. The applicant has purchased the house and his daughter-in-law Mrs Dashaba Ajitsinh is the occupant.
2. Shri Chandrasinh Madhavsinh Raj having consumer No. 04202 / 10325 / 4 with contracted load of 0.5 KW under RGPL tariff at Indianagari, Kanjari, Tal: Nadiad.
3. Since billing for Nov-Dec-2010, the meter was shown faulty and the consumer was charged with average consumption of 80 units in each billing cycle.
4. Ultimately, Shri Kesharishinh Raj on behalf of the consumer had applied for meter replacement on 7.7.2012.
5. Meter was tested in the meter testing laboratory and it was found OK.
6. Deputy Engineer Anand (North) s/dn vide his letter No.2039 dated 12.7.2012 had accepted the mistake of declaring the meter as "Faulty" and had credited Rs.2521.07 in consumer's account.

The complainant remained absent.

The Respondent Shri H R Patel, Deputy Engineer of MGVCL contended that to declare the meter as "Faulty" since Nov-Dec-2010 was a mistake as meter was found OK in the meter testing laboratory. He stated that Rs.2521.07 have been credited in the complainant's account and the grievance is resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that it was a mistake on MGVL's side to declare the meter as "Faulty" since January 2011 till the laboratory testing during July 2012.

The Forum Members has perused the billing record and confirmed the "Faulty" period shown in the bills issued since November – December 2010 billed in January 2011. The Forum also noted that though the meter showed reading of actual consumption in the range of 25 to 30 units, the meter is shown faulty with assumed consumption of 80 units in each bill. Considering the confirmation of the energy meter working alright and agreed by the MGVL representative Shri H R Patel about refund of differential amount, the Forum is of the opinion that being no fault on the part of the consumer, the laboratory charges if recovered from the consumer must be refunded.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to credit Rs.2521.07 in the account of Shri Chandrasinh Madhavsingh Raj and also refund meter testing charges if paid by the consumer. Also, MGVL is instructed to follow the "Standard of Performance" of GERC Notification that the period of "Faulty" meter must be within the specified limits and testing / replacement of faulty meter should be within that period. The accomplishment report should be submitted to the Forum within 15 days from the date of this order.

(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>