

**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-63-2012.13
Complainant	Shri Nirav J Bhatt, Shop No.6, R K Complex, Pujer Complex Lane, Subhanpura, Vadodara.
Respondent	Shri Chirag Bhatt Junior Engineer of Gotri s/dn
Date of hearing	12.10.2012 at Baroda City Circle,

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 1.10.2012 regarding faulty meter display and high amount of energy bills.

Today on 12.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nirav J Bhatt appeared himself whereas Shri Chirag Bhatt Junior Engineers of Gotri 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.15421 / 04524 / 2.
2. The complainant had applied on 23.8.2012 informing about the faulty meter display but there was nothing done by MGVCL inspite of many reminders.
3. Though his shop was closed since May 2012, he received a bill of Rs.2175/- of July Aug-2012 billed in Sept – 2012. On inquiry, he was informed by MGVCL that meter is out of order and hence MGVCL has issued bills on average basis of last three months consumption.
4. As per MGVCL, meter was found faulty and hence, bills were issued for average 250 units.

The complainant contended that he has purchased said shop & got name change but though no consumption since May 2012, MGVCL has served excessive energy bills for two billing cycles i.e. May – June and July-Aug 2012. Considering no consumption of electricity, the bills issued on higher side hence Forum was requested to instruct the concerned to recalculate chargeable amount.

The Respondent Shri Chirag Bhatt Junior Engineer of Gotri s/dn of MGVCL contended that the meter was changed in Feb 2012. The premises remains closed

and no contacts of the consumer was available with them. They have considered the complaint, meter checked and found working so average units given in last two billing cycle due to reported “faulty” meter are not correct and needs revision. As per calculation, Rs.640/- is to be refunded.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that though the meter is in working order, the average bills issued considering faulty meter is wrong, it needs recalculation and to adjust amount accordingly.

In view of the above discussion, the Forum is of the opinion that the extra amount paid by the complainant should be refunded / credited to the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund / credit Rs.640.00 to the complainant Shri Nirav J Bhatt, Shop No.6, R K Complex, Pujer Complex Lane, Subhanpura, Vadodara.

(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>