

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-I-10-2011.12
Complainant	Shri Vinay Nilkanth Vatsaraj at 103, Manmathpuri, Anandvan Complex, Subhanpura, Vadodara
Respondent	Shri J R Shah DE of MGVCL
Date of hearing	10.06.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 22.05.11 is for inconsistency in meter reading dates for monthly bills.

Today on 10.06.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Vinay Nilkanth Vatsaraj, appeared himself, whereas Shri J R Shah DE 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 having consumer No.5306/04004/7 at his residence 103, Manmathpuri, Anandvan Complex, Subhanpura, Vadodara
2. He had applied on 30.12.2010 and 23.01.2011 to Chief Engineer of MGVCL for change of address but till April 2011, it is not changed
3. Secondly, there is irregularity in maintaining meter reading dates which results into excessive billing amount.

Shri Vinay Nilkanth Vatsaraj, complainant contended that since his applications for address change dated 30.12.10 and 23.01.11, nothing has worked and he is finding difficulties in submitting proof for present address elsewhere as MGVCL's latest bill is considered as authentic proof for present address. He requested for immediate action in the matter.

Secondly, he has found irregularities in meter reading dates and hence he has to pay excessive amount against bill of particular month where reading is delayed, it is likely that this may result into slab change and pay higher tariff amount to MGVCL.

The Respondent Shri J R Shah, DE contended that actions have been already taken for address change and it will appear in next bill positively. Regarding irregularity in maintaining meter reading dates, he has to depend on daily wages workers for meter reading.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. The change of address is likely to get solved from next bill as assured by Deputy Engineer.
2. Regarding irregularities in maintaining meter reading dates for monthly bills and it is programmed to consider 30 days' period when the bill is extended beyond 30 / 31 days.
3. After checking last year's data, it is found that Apr 2011 bill, has been issued by six days late reading which has caused higher amount and with slab change.

In view of the above discussion, the Forum is of the opinion that complainant should get his address changed in next running bill. MGVCL should improve upon the infrastructure to maintain meter reading dates for all consumers. The complainant should get recovery in all monthly bills of last two years where meter reading is delayed and slab gets changed.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to do address change in next monthly bill of the complainant Shri Vinay Vatsaraj. It is also directed to check the bills of the complainant of last two years and if complainant has paid extra amount due to delayed meter reading resulting into slab change, the same extra amount shall be refunded to the complainant immediately. Action taken report shall be submitted by DE to the Forum.

MGVCL should evolve an effective system so that periodical meter readings are taken regularly.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 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>