

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-IV-72-2010.11
Complainant	Shri Rameshbhai S Thakkar, 49, Hariomnagar, Subhanpura, Vadodara.
Respondent	Shri Valvai DE of Gotri, MGVCL
Date of hearing	25.02.2011

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

The complaint dated 25.02.2011 is for meter charges and energy bill.

Today on 25.02.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshbhai S Thakkar, appeared himself, whereas Shri Valvai DE of Gotri appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

1. The complainant is having consumer No.13201/00979/2 at 49, Hariomnagar, Subhanpura, Vadodara
2. He has submitted details of energy bills which reflected delay charges Rs.6.36 paise.
3. The energy bills are issued with 15 days' time limit for payment instead of 10 days'.
4. The consumer had to pay Rs.482/ against meter replacement.

The complainant Shri Rameshbhai S Thakkar, contended that:

- 1) Up-till-now, MGVCL has deducted Rs.6.36 paise against delayed payment charges which should be refunded.
- 2) The meter replacement charges Rs.482/ deducted by MGVCL should be refunded.
- 3) The energy bills should be issued with 15 days notice period instead of 10 days as per rule 56(1).
- 4) Rs.3000/- to pay as compensation against postage, travelling, court fee, lawyer fee, torture etc.

The Respondent Shri Valvai, Deputy Engineer of Gotri MGVCL contended that :

1. Deputy Engineer explained to complainant how computerized ledger of individual consumer calculated the amount under delayed payment charges with debit and credit.
2. The meter charges are demanded as per the rules of the company
3. For payment of energy bills, 10 days are given as per the directives by the company.
4. The demand of Rs.3000/ is not justifiable.

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

- 1.0 The computerized ledger was shown to the complainant and explained the column of delayed payment charges. The complainant was convinced.
- 2.0 For meter charges, the lab report does not show the reason for failure. The complainant was not given the opportunity to witness the lab test.
- 3.0 As per Electricity Supply Code, payment is to be made within 10 days from the billing date.
- 4.0 The demand of Rs.3000/ is not payable as the same is not justified.

In view of the above discussion, the Forum is of the opinion that :

1. The meter charges Rs.482/ may be refunded.
2. The compensation of Rs.3000/- is not payable.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund Rs.482/ taken against meter charges in next running energy bill.

(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>