

**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-I-16-2012.13
Complainant	Smt Kamlaben Vijaykumar Jadeja attended by Shri Jayprakash at Post : Angadh, Vankarvas Dist Vadodara
Respondent	Shri M I Patel, Deputy Engineer of Koyli s/dn MGVCL.
Date of hearing	08.06.2012

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 16.05.2012 is for excessive energy bill.

Today on 08.06.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jayprakash Jadeja, appeared on behalf of Smt Kamlaben Vijaykumar Jadeja, whereas Shri M I Patel Deputy Engineer of Koyli 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.02412/00493/5
2. Energy bill for the month of Sept-October 2011 is Rs.4843.26, November-December 2011 is Rs.3675.61 and January-February 2012 is Rs.2148.41 respectively.
3. The energy meter was replaced on 23.6.2011. It is again replaced on 17.3.2012 upon complaint from the consumer.
4. The complainant had paid Rs.100/ for meter testing in the lab.

The representative Shri Jayprakash of the complainant contended that though they do not have significant appliances in their house, the energy consumption is found more than the expected. He had requested the MGVCL authorities but nothing was done in this regard.

The Respondent Shri M I Patel, Deputy Engineer Koyli s/dn contended that the complaint made by the complainant was verified at relevant time but the meter was

found recording correctly. However, as requested by the consumer, meter was replaced twice and last one got tested in meter testing laboratory and was found ok.

The Forum Members present at the hearing considered contention of both the parties and perused the records. While checking the meter reading of March April-2011, May-June 2011 and July-Aug 2011, the readings seem to be manipulated till July-Aug billed in Sep 2011 as it doesn't reflect meter replacement on 23.06.2011. Electricity consumption of 791 units taken in Sep-Oct billed in Nov 2011 are to be bifurcated amongst bills of July, Sept and Nov 2011 and revise the bills accordingly.

In view of the above, the Forum is of the opinion that there was discrepancy in meter reading due to gross negligence of the meter reader.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited that total energy consumption of 791 units to be bifurcated among the bills of July, Sept & November 2011 after meter replacement date of 23.6.2011 and additional payment if any done by the complainant is to be refunded. The accomplishment report to be submitted to the forum at the earliest.

(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>