

**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-IV-129-2011.12
Complainant	Shri Ajitkumar S Bhoi son of Parvatiben Shitalprasad Kahar at Old Fish Market, Kahar Mahollo, Navapura, Vadodara.
Respondent	Shri R J Patel, Deputy Engineer and Shri Parmar Dy S A of Baranpura s/dn of MGVCL.
Date of hearing	30.03.2012

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 29.03.2012 is for checking of excessive energy bill.

Today on 30.03.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ajitkumar S Bhoi Son of Parvatiben Shitalprasad Kahar (consumer) appeared as complainant, whereas Shri R J Patel, Deputy Engineer and Shri Parmar Dy S A of Baranpura 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.14513/15287/7
2. Energy meter No.0651292 has been disconnected and taken into custody by MGVCL because of pending energy bills.
3. On behalf of consumer, her son Shri Ajitkumar S Bhoi had applied on 27.2.2012 to Deputy Engineer Baranpura s/dn to look into the matter of excessive energy bill of Dec – Jan billed in Feb 2012.
4. MGVCL had taken up replacement of old energy meter on mass scale. According to that meter of said consumer was replaced on 28.02.2012.
5. Due to non-payment of energy bills, the connection was disconnected on 21.03.2012.

Complainant Shri Ajitbhai S Bhoi (son of consumer Parvatiben S Kahar) contended that last year during March 2011, slab had collapsed of their house and they had purchased new house in which they had shifted all appliances like Television, Refrigerator, Mixture etc. From March 2011 upto Sept 2011, they had stayed in new house and shifted in old house since Oct 2011. Their old house had One Tubelight, One night lamp, One Fan and One mobile charger. According to these appliances, the pending energy bills of Rs.3249.64 was excessive and they are not in a position to pay such excessive amount. He had applied to Baranpura s/dn office of MGVCL on 27.2.2012 but there was no response. Ultimately, they have to approach Consumer Grievances Redressal Forum because of disconnection of power supply. He requested Consumer Grievances Redressal Forum to look into the matter and take quick decision in the matter. He had also threatened for "Atmavilopan" if actions are not taken as requested by him.

The Respondent Shri R J Patel, Deputy Engineer and Shri Parmar Dy S A of Baranpura s/dn of MGVCL contended that Rs.2611/ are pending against energy bills since 5 to 6 months by the complainant and hence disconnection was done on 21.3.2012. As a matter of fact, as on Dec-Jan-2012, bill date, Rs.5860.70 are to be recovered against energy bill from the complainant.

In view of the above discussion, the Forum is of the opinion that the complainant believes that the appliances narrated by him can not consume the energy as per issued energy bill, there must be leakage current in the house as it is in bad condition or there must be unauthorized usage of energy. This assumption is in the case, if meter is in OK condition. As meter is not tested as on today, Forum can not offer any comments on that issue. After hearing in the Forum, the complainant has given in writing as follows:

1. He will be in a position to pay Rs.1000/ against pending amount of Rs.2611/ immediately. Thereafter, he will arrange for the difference amount within 10 days to enable to get reconnection. For reconnection, he has agreed to pay Rs.100/-.

2. He has also agreed to pay Rs.100/ for testing of meter in MGVCL lab and given binding for remaining payment on the basis of meter testing report.
3. Till that time, he has written to postpone “Atmavilopan”.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to accept part payment on humanitarian ground without any precedence and arrange for reconnection of power supply. In the meantime, after getting his application for meter testing to arrange testing in the lab at the earliest and submit lab report to Consumer Grievances Redressal Forum and complainant to enable to pay dues on the basis of report.

(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>