

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-70-2010.11
Complainant	Shri Kishorbhai H Patel, 2, Jivan Shanti Society, OPP: Prabhat Bus Stand, Waghodia Road, Vadodara
Respondent	Shri R V Darji, Junior Engineer Indrapuri s/dn of MGVCL.
Date of hearing	11.02.2011

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

The complaint dated 10.01.2011 is for low energy bill.

Today on 11.02.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kishorbhai H Patel, appeared on behalf of his father Shri Hanumanbhai Patel, whereas R V Darji, Junior Engineer Indrapuri s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

- 1.0 The complainant stays at 2, Jivan Shanti Society, OPP: Prabhat Bus Stand, Waghodia Road, Vadodara having consumer No.16666/ 00541/ 4 and meter No.10930731
- 2.0 His energy bill are regularly coming on the range of Rs.400 to Rs.600/
- 3.0 For Nov 2010, he got energy bill of Rs.114/-
- 4.0 He informed to bill reader about this low energy bill but the reader informed the consumer to see the matter in the next month.
- 5.0 But again the energy bill of Dec 2010 was Rs.13.44 only
- 6.0 The consumer has requested the Forum vide his application dated 10.01.2011 to change the meter immediately to avoid any problems in the future.

The representative of the complainant Shri Kishorbhai Patel contended that low energy bills of Nov and Dec 2010 may create problems of doubting the consumer playing mischief with meter readings in future and he wanted to avoid such situation. He requested the Forum to look into the matter and instruct the concerned for remedial measures if so recorded.

The Respondent Shri R V Darji Junior Engineer of Indrapuri s/dn contended that he will look in the meter and immediately solve the problem of low energy bills.

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

1. The consumer's energy bills are on average in the range of Rs.400 to Rs.600/
2. He received bill of Nov 2010 as Rs.114/ and bill of Dec 2010 as Rs.13.44 only.
3. As a consequence there was a doubt on faulty meter running slow
4. Consumer is found vigilant on the electrical consumption.
5. The consumer wanted to avoid problems arising out of slow running of meter.

In view of the above discussion, the Forum is of the opinion that the consumer should be immediately attended for his complaint. Such citizens in the society desire to avoid problems and live their life peacefully.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to attend complainant's complaint and take remedial measures at the earliest.

(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>