

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-85-2010.11
Complainant	Shri Vallabhbhai Purohit, L/3/36, Gayatrinagar Gotri, Vadodara
Respondent	Shri C D Valvai, Engineer of MGVCCL
Date of hearing	04.03.2011

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

The complaint dated 18.02.2011 is for excessive energy bill.

Today on 04.03.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Vallabhbhai N Purohit, appeared himself, whereas Shri Valvai Engineer appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

- 1.0 The complainant staying at L/3/36, Gayatrinagar Gotri, Vadodara, has consumer No.15433/00635/2
- 2.0 The energy bill of his house is coming on the basis of 50 to 60 units monthly consumption.
- 3.0 All of a sudden, he got bill of Rs.13048.41 for the month of Oct 2010 against 2082 unit consumption.
- 4.0 Upon the request from consumer, the meter was sent to lab for testing.
- 5.0 The complainant had paid Rs.110/ for meter testing fee.
- 6.0 Lab checked the accuracy of meter and certified that the meter was OK
- 7.0 The consumption details of the complainant was checked from the year 2007 and it was found with the lowest of 28 units and highest of 133 units.
- 8.0 The total maximum load declared by the complainant is 654 watts only.

Shri Vallabhai N Purohit the complainant contended that though meter is found OK in Lab, he has not consumed energy as high as 2082 units during October 2010. He is not in a position to pay such huge bill and hence he has left that house and shifted to relative's house in vicinity, till problem is resolved.

The Respondent Shri C D Valvai, Engineer of MGVCL contended that meter had shown the consumption and lab has certified that meter is OK, the complainant has to pay the bill of Rs.13048.41 for the month of October 2010.

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

- If all data are to be believed, 2082 units consumption in Oct 2010 is not convincing. The average consumption per day shall 69.4 units. This excessive consumption could have burn the meter. But it has not happened so. As meter was brought on hearing day, the Forum was interested to open the meter for interest and investigation. On opening, it was found that the gear mechanism for display system was not found in order. There was a slip and 10 rounds of one digit was not making 1 round of next digit.

In view of the above discussion, the Forum is of the opinion that the bill issued to the complainant for Rs.13048.41 for the month of October 2010 is incorrect. The lab has not checked the gear mechanism of display system. Hence, recalculations of the consumption of units for October 2010 for last six months average basis should be done and asked to the complainant to pay.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to issue fresh bill of October 2010 to Shri Vallabhbhai N Purohit on the basis of average bill of last six months for immediate payment by the complainant.

(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>