

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-III-79-2011.12
Complainant	Shri Manaskumar Ganguly, at 201, Aakansha Flats 22, United Colony, Near Shuklanagar Char Rasta Sama, Vadodara,
Respondent	Shri Bhavin Rana JE of Sama MGVCL
Date of hearing	18.11.11

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 12.11.11 is for faulty meter.

Today on 18.11.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ajay Baxi appeared on behalf of complainant, whereas Shri Bhavin Rana J E 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.15628/05143/8
2. On 7.8.11, meter reader remarks "No display" on the meter and hence energy bill with faulty meter was issued.
3. On 8.8.11, the meter was replaced.

The representative of the complainant Shri Ajay Baxi contended that the bill of Nov 2011, which he received, is amounting to Rs.7278.63 out of which Rs.4763.39 was shown as outstanding from the last bill. This is abnormally high and requires thorough checking. As the meter belongs to MGVCL, the burning of meter and replacement of the same is not the responsibility of the consumer.

The Respondent Shri Bhavin Rana J E of MGVCL contended that the bills issued to the complainant during Oct and Nov 2011 are as per the actual energy consumption and amount billed is in order. The charges Rs.4720/ for Burnt Meter Charges were added in the said bill. He submitted the laboratory M 2 / M4 forms for meter replacement wherein column No.10 to 13 – Sr No.5 it is mentioned that the said meter is burnt due to flash in the meter. MRI is not possible and reading is not visible.

In view of the above discussion, the Forum is of the opinion that the energy consumption as billed seems to be in order. However, the reason for burning of the meter is not specified and consumer cannot be penalized as there is no confirmed reason for fault on consumer's side.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the burnt meter charges collected from the complainant. The compliance report may be sent to the Forum.

(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 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>