

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-68-2010.11
Complainant	Anuradha Sinha, 4, the Heritage, Near Indra Park, Vasna Road, Vadodara
Respondent	Shri Shukla Deputy Engineer of Akota 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 19.01.2011 is for excess bill due to non-operative meter since Oct 2010.

Today on 11.02.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri / Pradeep Das appeared on behalf of Anuradha Sinha whereas Shri Shukla Deputy Engineer of Akota s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The back ground details of the case are as follows:

- 1.0 The complainant residing at 4, the Heritage, Near Indra Park, Vasna Road, Vadodara has consumer No.15534/03433/5 and meter No.2357208
- 2.0 She received bill for the month of Oct 2010 as Rs.4643.44 for consumption of 769 units
- 3.0 She had paid up the bill to avoid disconnection of power supply.
- 4.0 Her house was locked for 17 days during this month
- 5.0 While giving bill for Nov 2010, the reader informed that the meter is faulty and written "F" on the bill. Her house was locked for 25 days in Nov 2010. The bill of Nov 2010 was of Rs.4351.20. She paid this bill also UNDER PROTEST.
- 6.0 She applied for change of meter on 13th Dec 2010 and submitted her travel tickets for Oct 2010 and Nov 2010 as a proof of her absence in the house and away from the house.
- 7.0 Again she received a bill of Rs.7219.87 (1171 units) for the month of Dec 2010
- 8.0 While lodging the complaint she deposited Rs.330/ for Meter Testing fee vide MR No.696140 dated 11.02.2011
- 9.0 She also paid Rs.7219.87 against the bill of Dec 2010 UNDER PROTEST.
- 10.0 MGVCL replaced the faulty meter on 13th Jan 2011.

The representative of the complainant Shri Pradeep Das contended that the complainant's house was locked for 17 days in Oct 2010 and again locked for

25 days in Nov 2010. In spite of this, the complainant got the bills of excessive amount for both months. In Nov 2010 bill, the Meter Reader had informed about the Faulty meter and written "F" on the bill stating that there is no display on the meter, then how he was able to record meter reading of 25278 units in the bill. Further, MGVCL considered the absence of the complainant from 04.10.2010 to 20.10.2010. They have not considered the locked condition of house in the month of Nov 2010 for 25 days from 2nd Nov 2010 to 26th Nov 2010.

The Respondent Shri S J Shukla, DE of Akota s/dn contended that they have replaced the meter on 13.01.2011. MGVCL has given credit of Rs.4276.20 against 725 units for discrepancy in average units' consumption calculation because of faulty meter and locked condition of house. Further to this as meter was replaced on 13th Jan 2011, Rs.39.20 is credited to their account in bill of Feb 2011.

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

1. The complainant has paid up all bills UNDER PROTEST though she had a doubt of excessive energy bills in spite of the house was locked for almost 17 days and 25 days during Oct 2010 and Nov 2010 respectively.
2. Though meter was faulty without any display as per the statement of Meter Reader, it is surprising how reading of units 25278 was recorded.

In view of the above discussion, the Forum is of the opinion that the meter may not be faulty as it is regular phenomena that screen shall be found blank for some time till the bunch of next characteristics appear on it. However, M/s. Sterling Agency working for this activity has been penalized as reported by Deputy Engineer. As per the recalculations done by MGVCL, they have credited Rs.4276.20 for 725 units and Rs.39.20 have been credited upto the date of change of meter in Jan 2011.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to confirm that Rs.4276.20 for 725 units have been credited and also Rs.39.20 have been credited to the account of the complainant. All billing agencies / MGVCL's meter readers should be instructed to be vigil on such issues.

(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>