

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-II-54-2011.12
Complainant	Shri Amrutlal Jethalal Parmar, at 54, Sarvoday Housing Society, Umreth, Tal: Thasra.
Respondent	Shri M V Chauhan, JE of MGVCL
Date of hearing	16.9.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 8.8.11 is for lapses in billing.

Today on 16.9.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum the complainant did not appear whereas Shri M V Chauhan, JE 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.01703/00087/0
2. The energy bill submitted for July 2011 has not legible computerized printing.
3. The meter reader has not signed on the bill.
4. In one month reading is taken on 27/28th day of the month while in next month reading is taken on last day of the month. The difference of 3 -4 days may change the tariff slab which may make consumer to pay more.

The Respondent Shri M V Chauhan, contended that there are lapses in bill printing, no signature of the meter reader and billing for 3 -4 days more than a month. He agreed the problem of availability of daily wages workers and maintaining the monthly dates for meter reading.

The Forum Members present at the hearing and found that (1) Sample bill submitted had no legible printing (2) There was no signature of the meter reader on the sample bill and (3) Invariably the billing is done for 3 -4 days more than a month due to non-availability of bill readers on contractual basis.

In view of the above discussion, the Forum is of the opinion that if the monthly bills are prepared 3 – 4 days late due to any reasons, there are

chances that the consumed units may roll over to the next slab of tariff due to which the consumer may require to pay more than necessary.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to evolve the system for timely meter reading by applying out sourcing with a single point responsibility. In case of failure of timely meter reading in extreme conditions, there is provision in computerized billing which should be used to ensure that no bill is issued with higher amount due to tariff slab change.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
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>