

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                       |
|-----------------|---------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-125-2011.12                                 |
| Complainant     | Mrs Shashi Tuli, at A 17, Narmadanagar Society, Old Padra Road, Diwalipura, Vadodara. |
| Respondent      | Smt Phagvi Dias D E & Shri D J Patel JE Lab of V'mitry (W) of MGVCCL                  |
| Date of hearing | 22.03.2012                                                                            |

| QUORUM             | NAME                        |
|--------------------|-----------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar |
| Independent Member | Shri M J Vaidya, Vadodara   |
| Technical Member   | Shri Y B Sukhadia, MGVCCL   |

The complaint dated 16.03.2012 is for excessive energy consumption.

Today on 22.03.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Mrs Shashi Tuli appeared herself, whereas Smt Phagvi Dias DE & Shri D J Patel JE, Lab of Vishwamitry (W) appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.15701/03517/4
2. Energy bill for the month of Jan-Feb 2012 was issued to the complainant showing consumption of 1169 units. This seems to be on higher side against average consumption of 200 to 300 units per month.
3. The complainant had submitted application on 16.03.2012 for refund of recorded excess consumption. According to which, the meter had shown consumption of 953 units in nine days from 13.1.12 to 21.1.12.
4. The complainant had asked for meter testing in the lab. Meter was tested on 31.1.2012 which was found OK as per lab report.

The complainant Mrs Shashi Tuli contended that there is jumping in the meter reading in one day from 12.1.12 to 13.1.12 having reading of 21481 units to 21688 units. As per their observation on 18.1.12, there was consumption of 322 units in one day which is exorbitantly high and the consumption to this extent is impossible. She also observed some abnormal sound in the meter at that moment of fast metering.

The Respondent Smt Phagvi Dias D E & Shri D J Patel JE Lab, Vishwamitry (W) of MGVCCL contended that they had advised lab to test the meter continuously for 6 to 7 days and see the behaviour of energy meter reading. But in this case also, it was

found OK and hence they were not in a position to consider complainant's request for refund.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that there can not be consumption of 322 units in 24 hours looking to the contracted and connected load. Hence, a visit to Hightech lab of MGVCCL was arranged to disassemble defective energy meter and establish reason of such erratic behaviour of the energy meter. On the hearing day i.e. on 30.03.2012, the Forum members visited the Hightech lab and in their presence, energy meter was stripped down. The operation of the energy meter was observed and seems defective electronic circuit.

In view of the above discussion, the Forum is of the opinion that the erratic behaviour of the energy meter can be at any time in which no prediction can be made. The fast moving of the energy meter with 322 units per day can not tally with actual energy consumption as otherwise meter will burn away as drawl of energy is more than the meter is designed for.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to consider the units consumption for the month of Jan-Feb 2012 based on the average consumption in corresponding months of last year or last three months i.e. Oct, Nov & Dec 2011 whichever is more and issue the corrected bill to the complainant accordingly.

**(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 Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 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>