

**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-100-2011.12
Complainant	Nareshkumar Rajibhai Chauhan S/o Rajibhai Laxmanbhai Chauhan, At : Idea, Post : Moti Kantdi Tal: Godhra, Dist : PMS
Respondent	Shri A V Saxena D E Timba s/dn of MGVCL
Date of hearing	23.12.11

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 29.11.11 is for wrong energy bill.

Today on 23.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nareshkumar Rajibhai Chauhan (son of complainant), appeared on behalf of complainant Shri Rajibhai L Chauhan whereas Shri A V Saxena D E Timba s/dn 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 consumer No.07633/11324/3
2. The complainant received the bill for the month of July 11 amounting to Rs.3793.65 with energy consumption of 770 units.
3. This has happened after changing of meter.
4. MGVCL forced the complainant to pay half bill of approximately Rs.1500/ and Rs.100/ for meter testing. Accordingly, the complainant had paid the amount on 23.7.11.
5. In the status column of above bill it was mentioned as "C" which was understood by complainant as commercial bill but as per MGVCL, "C" means change meter.
6. In spite of above, connection was disconnected and meter was taken back on 12.11.11.

The representative of the complainant contended that in spite of the above representation by him, the vij supply has been disconnected and the complainant is put in a very bad situation. The meter was showing faulty since Sept 2006 and average consumption of 40 units was shown in the bills. All bills are regularly paid by him. All of a sudden MGVCL raised bill of exorbitantly high amount which was very difficult for him for payment.

Looking to the appliances of his house, it was around 1.2 KW if all are used. Meter was found OK in a lab test. There was no abnormality in MRI case. Hence, Forum is requested for reconnection for supply and to give refund after correction of bills.

The Respondent Shri A V Saxena, DE of Timba s/dn contended that Timba s/dn is recently created. Hence, proper records are not available. The complaint seems to be genuine. There are lot of problems of meter readers and hence such problems may have arisen.

In view of the above discussion, the Forum is of the opinion that the meter at the premises of the complainant has remained faulty for about 21 months. This is a very long period for making adhoc bills. The meter readers are working at their whims. There is no fear of punishment if negligence in the duties carried out. Though meter was found OK, the charges collected from the complainant are not refunded instead disconnected the connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to (1) to immediately connect vij supply to the complainant Nareshkumar Rajibhai Chauhan S/o Rajibhai Laxmanbhai Chauhan, At : Idea, Post : Moti Kantdi, Tal: Godhra, Dist : PMS, (2) MGVCL is at fault not to replace faulty meter even after 21 months. If meter reader has not correctly put "F" in the bill for 21 months, the franchisee / meter reader should be taken to task for punitive actions, (3) MGVCL should charge for last six months only for avg energy consumption and (4) MGVCL should refund Rs.100/ taken against meter testing charges.

(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>