

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-45-2011.12
Complainant	Shri Nevsinh Maganbhai Rathwa, At & Post : Kharod Tal: Ghoghamba, Dist : Panchmahal
Respondent	Shri D J Shah, DE Halol of MGVCL
Date of hearing	26.08.2011.

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

The complaint dated 4.8.2011 is for regular energy bill.

Today on 26.08.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nevsinh M Rathwa, appeared himself whereas Shri D J Shah, DE Halol 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.07355/00128/0 at Kharod Taluka, Ghoghamba
2. The complainant stays at Ghoghamba since last 11 years and his house at Kharod is in locked condition since last 10 years. This house is not used by anybody since then.
3. Inspite of this, he was getting electric bills with some energy consumption.
4. He had applied on 21.12.2009 and 13.01.2010 with this complaint but no action was taken by the concerned field office of MGVCL.
5. Ultimately, he has requested MGVCL to discontinue vij supply and deposit energy meter.

The complainant contended that inspite of his applications dated 21.12.2009 and 13.01.2010 he received the electric bills with some energy consumption that too with the remarks "House Locked". He has requested the Forum to solve the problem or discontinue his vij connection.

The Respondent Shri D J Shah DE of Halol Division of MGVCL could not explain the matter in details as the concerned DE Shri M V Patel could not attend the Forum. Moreover, Forum instructed him to arrange for the latest

meter reading by sending Junior Assistant and inform the Forum. The reported meter reading was 1349 units.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It is a matter of regret that MGVL concerned office did not report to Forum about the latest site visit with information on meter reading and vij supply condition. At the outset, it seems that monthly consumption readings are **manipulated** as the reported meter reading of 26.8.2011 is found 1349 units.

In view of the above discussion, the Forum is of the opinion that MGVL should consider 1349 units as starting reading from the ledger for the month / year it was recorded and from that month / year the consumption should be considered as ZERO and recalculate the billing amount (with corresponding tariff charger) and extra amount paid by the party should be refunded in next running bill.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the amount extra paid by the complainant Rathwa Nevsinh Maganbhai since the month / year the reading 1349 units was noted considering ZERO unit consumption till this order date and continue the same till his house is not used and electricity is not consumed. The Forum also directs MGVL to penalize the meter reader agency / individual for such lapse in duty. These actions should be completed within one month from order date and inform the Forum.

(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>