

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-94-2011.12
Complainant	Daudbhai M Parmar, Rajivnagar, Near Anandnagar, Nava Yard, Old Chhani Road, Behind Kiran Motors, Vadodara.
Respondent	Shri B J Desai DE of MGVCL
Date of hearing	16.12.2011

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 30.11.11 is for wrong energy bill.

Today on 16.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Daudbhai M Parmar, appeared himself whereas Shri D J Desai, DE of MGVCL 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 submitted the monthly bill data of last few months.
2. Records were found on adhoc basis with minimum to maximum units' consumption which had led to billing amount with wide variations. This has created the grievances and complainant hesitates to pay.

The complainant contended that the readings are not taken correctly by the meter readers and there is adhocism in writing the units' consumption. This has created problem for considering the correct tariff slab and unnecessary difference in the billing amount. Though the meter was changed, it was found in order. So it is requested to Forum to have regular meter reading and the correct billing amount.

The Respondent Shri B J Desai, D E contended that the complaint is genuine and last few months' bills required to be bifurcated according to the energy consumption on average basis and distribute the total billing amount. He has agreed to do so at the earliest.

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

In view of the above discussion, the Forum is of the opinion that the concerned Deputy Engineer has to bifurcate the total bill amount of last few months on average basis and inform the consumer accordingly with split up details. Deputy Engineer has to take strongly with daily wages readers by charging penalty if they have not done their job correctly.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate the amount of the bills from Jan-2011 and ensure the correct slab of tariff is applied while preparing the bills. It is also directed to penalize the meter readers for such mistakes, if mistakes are repeated, the contractual meter readers should be discontinued from further service and action shall be taken against concerned meter readers as per rules for negligency.

(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>