

**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-I-3-2012.13              |
| Complainant     | Mrs Madhu Singh at 105, Darshan Upvan, Waghodia Road, Vadodara. |
| Respondent      | Shri K C Shah Deputy Engineer of Indrapuri s/dn of MGVCCL.      |
| Date of hearing | 18.5.2012                                                       |

| 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 18.4.2012 regarding variation in monthly electric bill for the month of Nov 2011.

Today on 18.5.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Mrs Madhu Singh, appeared herself whereas Shri K C Shah, Deputy Engineer, Indrapuri s/dn 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.16644/00771/6.
2. The consumer has received energy bill for the month of November 2011 amounting to Rs.35527/-.
3. The house appliances include 60 watts bulb, 0.5 KW water pump, 2 nos of fans and one television.
4. Due to excessive bill for the month of November 2011, the consumer had asked for checking of energy meter and paid Rs.110/. The meter was tested in lab and it was found OK.
5. Though the meter had all the times access for reading, the consumption from November 2010 to July 2011 was recorded as Zero consumption inspite of some energy consumption. .
6. Again for the month of October 2011, it was recorded Zero consumption.

The complainant contended that meter test report was prepared on 21.2.2012 but was not made available to the complainant till 23.3.2012. Further, she added that the bill amount of Rs.35527/- for the month of November 2011 was not convincing and hence she had no other go than get meter tested and requested Forum to look into the matter and give justice for refund of excess amount paid. The consumer has also informed that the electric supply was made available from 26.8.2010.

The Respondent Shri K C Shah Deputy Engineer, Indrapuri s/dn of MGVCL contended that there were irregularities found in meter reading activity and hence, the higher amount of Rs.35527/- for November 2011 was due to accumulated units of previous months. Due to this, he was prepared to average out energy consumption from Feb 2011 to Dec-Jan 2012 as per applicable slab and as per revised bills, the differential amount will be refunded to the consumer. As per the tentative figures, the consumer is to be paid Rs.4441=88 Plus Rs.110/ for meter testing charges Plus Rs.1625/- against Delayed Payment Charges. However, they will prepare the statement mentioning final amount to be refunded to the consumer.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Initially, no bills were raised for about six months but being proactive consumer she had paid lumpsum amount. There was gross negligence on the Meter Reader side as the consumption reading was not correctly recorded though access to the meter was available to the Meter Reader all the times. As per Deputy Engineer's report, two meter readers have been transferred because of their gross negligence. The society has underground LT electric supply line and there is a lacuna in the method of disconnecting the electric lines. The accumulation of bill was due to not taking correct reading. Being no fault of consumer, to pay Rs.35527/- at a time becomes very difficult for any consumer.

In view of the above discussion, the Forum is of the opinion that : (1), to ask the consumer to pay Rs.35527/ at once was not justifiable as consumer was not at fault hence, disconnection made was not proper act, (2), MGVCL has to bifurcate the total energy consumption for the period from Feb 2011 to Dec/Jan 2012 and recalculate the billing amount under applicable slab and refund excessive amount paid by the consumer, (3), it was known fact that energy meter had no abnormality and hence it did not require to pay lab testing charge, however, consumer was forced to pay Rs.110/ for lab testing because of irregularity in meter reading, hence, Rs.110/ becomes payable to the consumer and (4), whatever consumer has paid against delayed payment charges becomes refundable to the consumer.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited –

- i) to refund the excessive amount paid by the consumer by bifurcating the energy consumption from Feb 2011 to Dec/Jan 2012 and recalculating on average consumption basis with the applicable slab for the specified period.
- ii) MGVCL has to pay back Rs.110/ taken from the consumer against lab meter charges.
- iii) MGVCL has to refund the total amount taken from the consumer against Delayed Payment Charges.
- iv) The concerned Deputy Engineer has to submit accomplishment report to the Forum within 15 days.

**(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>