

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-IV-86-2010.11
Complainant	Kapilaben C Desai, Naswadi, Dist Vadodara.
Respondent	Shri M I Patel Deputy Engineer,
Date of hearing	11.03.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 14.02.11 is for agricultural energy bill.

Today on 11.03.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Surendrabhai C Desai, appeared on behalf of Kapilaben C Desai, whereas Shri M I Patel, Deputy Engineer appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

- 1.0 The complainant stays at village Pochamba, Tal: Naswadi and has agricultural connection No.11821/00081/1.
- 2.0 During June-July 2006 and Aug-Sept 2006, the meter was declared as faulty and unit consumption was shown as 6460 units in each billing cycle.
- 3.0 Meter was found burnt during lab report and was replaced on 23.04.2006.
- 4.0 Hence, 640 units billed by MGVCL from 29.03.2006 to 30.05.2006 is corrected as 2300 units payable now.
- 5.0 There was heavy rain during June, July, Aug & Sept 2006, no consumption is found in other consumer's cases in the village.

The representative of the complainant Shri Jignesh and Shri Surendrabhai Desai (son of Kapilaben Desai) contended that since the year 2006, the two bills of 6420 units each of June July 2006 and Aug Sept 2006 paid to MGVCL without any consumption should be credited with DPC as clarified by MGVCL. They are ready to pay burnt meter charges and for actual consumption of electricity during that period, if any.

The Respondent Shri M I Patel, Deputy Engineer of MGVCL submitted that as there was heavy rain in the village during June, July, August & Sept 2006 and hence no agricultural electricity consumption is found in all connections of the village, hence, considering zero consumption during these two billing periods the amount of these two bills can be credited to consumer's account with DPC by MGVCL. However, the complainant has to pay for 2300 units instead of 640 units during March April 2006 based on the equivalent consumption during similar period in 2007.

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

1. The complainant has tried his level best to get refund of faulty meter readings since the year 2006, however, his efforts are found in vain.
2. Any consumption of electricity for agricultural connection is supposed to be for water irrigation. In monsoon when the area has plenty of rainy water, analysis should have been carried out by concerned MGVCL's office about the consumptions of other agricultural connections.
3. It is surprising to note that Shri H P Kataria, Deputy Engineer in-charge s/dn Naswadi writes a letter to the consumer letter No.434 dated 04.03.11 that they are not able to take any action in the matter as lab report for the meter is not available in the office.

In view of the above discussion, the Forum is of the opinion that the bills issued to the complainant during June-July 2006 and Aug-Sept 2006 should be credited on the basis of the supporting documents submitted and orally conveyed by Shri M I Patel Deputy Engineer of MGVCL. The bill of March-April 2006 which was issued for 640 units consumption is to be corrected as for 2300 units consumption and the balance amount is to be recovered from the party.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to give credit of the amount of bills of June July 2006 and Aug-Sept 2006 to complainant's account along with DPC charged, if any. It is also directed to MGVCL that bill of 640 units to be corrected to 2300 units of March-April 2006 and balance amount be recovered from the complainant.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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/Consumer%20Grievances/Procedure/Procedure.pdf>