

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-I-7-2010.11
Complainant	Shri G K Sadhwani, Block No.B 65/257 & 258, Santkawar Colony, Vadodara 390 001
Respondent	Shri K R Soni, DE of Mandvi s/d of MGVCL
Date of hearing	16.08.2010

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

The complaint dated 31.05.2010 is against grant of adjustment in energy bill.

Today on 16.08.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri G K Sadhwani, complainant appeared himself whereas Shri K R Soni, DE of Mandvi S/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

- There are irregularities in billing dates, signing date and billing handling over dates.
- The analysis shows the earlier billing as well as delayed billing.
- Some adjustment in billing amount still pending because of irregularities in billing dates.
- Some bills are found without reader's signature.

The complainant contended that -

- Shri Sadhwani apart from claim of adjustment in billing amount insisted to instruct the agency to stick to billing date (19th / 20th day of the month) as per laid down procedure. The irregularities shall be removed and efficiency in working system may be improved. Shri Sadhwani was enthusiastic to give suggestions to improve the working system.
- He also suggested to arrange CONSUMER MEET to improve the system by removing / eliminating the problems.

The Respondent Shri K R Soni, DE of Mandvi, MGVCL contended that the complainant has suffered because of irregularities in billing system by the agency. The corrective actions are taken against the agency.

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

- The irregularities are found in the billing dates (earlier as well as delayed) by the contract agency.
- Some adjustment in billing amount is found still pending.
- Some bills are found without reader's signature.

In view of the above discussion, the Forum is of the opinion that the meter reading and bill preparing agency is responsible for such irregularities by their staff. Agency should be removed or heavy penalty should be laid down on agency if such lapses are found in future.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take strict actions with the agency. All irregularities to be stopped immediately and checked frequently. Bill adjustment to be completed. All actions taken to be reported to the Forum.

(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/Cosumer%20Grievances/Procedure/Procedure.pdf>