

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM**  
**MADHYA GUJARAT VIJ CO LIMITED**  
CORPORATE OFFICE, 2<sup>ND</sup> FLOOR SP VIDYUT BHAVAN,  
**RACECOURSE, VADODARA 390 007**

|                 |                                                                                         |
|-----------------|-----------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-III-68-2011.12                                   |
| Complainant     | Jyotsnaben Babubhai Shah, 11, Hiraba nagar<br>Bapod Jakat Naka, Waghodia Road, Vadodara |
| Respondent      | Shri K C Shah DE of MGVCL                                                               |
| Date of hearing | 4.11.2011                                                                               |

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

The complaint dated 4.11.11 is for high amount of energy bill.

Today on 4.11.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Jyotsnaben Babubhai Shah, appeared herself whereas Shri K C Shah DE 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.16676/09407/0
- (2) During Aug 2011, the complainant got the energy bill of Rs.3393.90.
- (3) As per the declaration, the complainant has two tube lights, two fans, one Refrigerator, one TV in use.
- (4) Meter was tested on 26.9.2011. It was found OK
- (5) The consumption pattern is Jan 2011 – 99 units, Feb 2011 – 76 units, March 2011 – 108 units, Apr 2011 – 92 units, May 2011 – 122 units, June 2011 – 130 units, July 2011 – 140 units, Aug 2011 – 560 units.

The complainant contended that looking to the appliances available, the consumption of Aug 2011 is not convincing. They cannot afford to consume so heavily as their earning sources are very limited. They have not tampered with the meter so it was requested to consider the charges as per average consumption pattern. Rs.1000/ was paid on the spot otherwise MGVCL was ready to disconnect the supply.

The Respondent Shri K C Shah, DE of MGVCL contended that the energy consumption has accumulated in Aug 2011 month reading may be due to meter reader's mistake. He is ready to bifurcate the consumption in other

months and help the complainant by recalculating the tariff in applicable slabs.

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

- From the consumption pattern since Jan 2011 to July 2011, minimum 76 units and maximum was July 2011 - 140 units. From the list of available appliances and family economic condition, it is beyond any doubt that the complainant can consume 560 units in Aug 2011. It is not the gross negligence of the meter reader due to which this problem has occurred (provided that readings are to be believed).

In view of the above discussion, the Forum is of the opinion that the concerned Deputy Engineer ensure that the correct consumption figures are established and the accumulated amount of Aug 2011 is bifurcated and relief for payment in installation if required be given to the complainant.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to ensure the correct monthly consumption and bifurcate the accumulated amount and relief for payment in instalment if required be given to the complainant. The whole episode is as a result of gross negligence of the meter reader. Many complaints are received in the Forum about the negligence of the meter readers and consumers are punished. The Forum directs the MGVL to improve the system of meter reading and reduce the complaints and thereby unwanted work load of the site staff.

**(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, 1<sup>st</sup> 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>