

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-II-46-2013.14
Complainant	M/s. ARJ Rubber Products, 921, GIDC, Halol, Dist : Godhra.
Respondent	Shri M C Pargi, Junior Engineer, Halol s/dn of MGVCL.
Date of hearing	12.07.2013 at Corporate Office, Vadodara

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 09.07.2013 regarding to check and change residence faulty vij meter.

On 12.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Amin Panchal partner of Kuber Enterprise appeared on behalf of M/s. ARJ Rubber Products, 921, GIDC, Halol, Dist : Godhra, whereas Shri M C Pargi, Junior Engineer, Halol s/dn 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.17101 / 50612/ 7 at Halol GIDC.
2. The connection is for LTMD tariff 37 KW load
3. The company was closed since last four months.
4. The bill for the month May 13 issued in June 2013 as faulty meter and average bill issued for Rs.27929.50
5. Application was given to s/dn for meter replacement but meter was not replaced.

6. The new bill also served as average bill in the month of July 13 for Rs.55361.85

The representative of the complainant contended that factory was taken on rent from ARJ Rubber Products in Jan 2013. As factory was closed upto April 2013, they were billed for minimum charges, which can be seen from remark of Meter Reader on energy bills. The bill for the month of May 2013, received for 3940 units consumption for Rs.27929.50 with meter faulty remark. Thereafter, applied MGVCL office for meter replacement on 21.06.2013. The bill for June 2013 also received with faulty remark with 3940 average consumption for Rs.55361.85 with pending bills of May 2013. The complainant has given production receipt of raw material dated 8.7.2013 in his support.

The respondent contended that upto April 2013, factory was closed, consumption was NIL for last four months. The bill for the month of May 2013 was issued as an average of 3940 units as meter was found faulty during meter reading as per computerized programme. The complainant requested on 21.06.2013 for meter replacement. The meter was replaced on 10.07.2013.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that upto April 2013, factory was closed and also confirmed by meter reader in the bill. The bill for the month of May 2013 was issued for 3940 units as per past average during meter reading on 05.06.2013 as there was no display and meter was found faulty. Similarly for June 2013, bill also served as average bill. As per production statement receipt, submitted by complainant, production is started in July 2013. The meter is replaced on 10.07.2013.

In view of the above discussion, the Forum is of the opinion that old meter is required to be tested at company lab and MRI report to be taken and based on that bill to be revised.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to send old meter to meter manufacturing company for further testing and as per MRI report, revised bill to be issued to complainant M/s. ARJ Rubber Products, 921, GIDC, Halol, Dist : Godhra.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
Independent Member

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>