

**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-IV-111-2012.13
Complainant	Ali Asgar Fakruddin Kapadia, Vohra Cottage, Godhra.
Respondent	Shri T C Vyas Deputy Engineer Godhra of MGVCL
Date of hearing	15.02.2013 at Godhra

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 4.2.2013 regarding wrong energy bill.

On 15.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Ali Asgar Fakruddin Kapadia, appeared himself, whereas Shri T C Vyas Deputy Engineer Godhra 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.01004 / 03139 / 4
2. The complainant had received energy bill for the month of May & June 2012 having consumption of 860 units (bill Rs.5275.36) and 2260 units (bill Rs.14481.76) respectively.
3. The complainant had complained about meter running fast. There was lapse of 24 hours while meter was to be taken out. In that 24 hours, he observed consumption of 560 units.
4. Old meter was sent to laboratory but complainant was not called to witness while testing. Meter was reported OK in lab report.

5. Many times, complainant visited field office but file was not traceable and hence field office could not reply properly.

6. The complainant had paid Rs.7000/- against pending bills under protest.

The complainant contended that though his house was remaining closed for majority of hours. He got high energy bill during May and June 2012. Meter was sent for testing and reported no fault but actual consumption is tallied with the energy bills.

The Respondent contended that due to arrears in e-urja system for meter change entry, the system has considered cycle over for the month of May billed in June 2012 for 2260 units. It was recalculated and credited Rs.11244.96 in consumer's account. At the end of July 2011 final arrear was Rs.8510.26. The consumer had paid Rs.5000/- against arrears of Rs.8510.26 and thereafter he did not pay any amount of regular bills so accumulated arrears on the date of disconnection was Rs.11888.37.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that the action taken by MGVCL is in order.

In view of the above discussion, the Forum is of the opinion that MGVCL should call consumer to remain present while testing disputed meter in laboratory. High bill issue for the May 2011 billed in June 2011 was due to computer system errors and not due to meter errors. As per lab report, meter was having no defect. MGVCL has given credit to the consumer account for the excess amount paid.

ORDER

The Forum directs the complainant Ali Asgar Fakruddin Kapadia, Vohra Cottage, Godhra to pay all arrears and also advised to approach Forum if any discrepancy is found by him.

(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>