

**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-138-2012.13
Complainant	Shri Balwantbhai Chhatrasinh Chauhan at village Mevli, Tal: Savli, Dist : Vadodara.
Respondent	Shri A V Shah, Dy Supdt Account of MGVCL.
Date of hearing	28.03.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 13.03.2013 regarding high amount of energy bill.

On 28.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Balwantbhai Chhatrasinh Chauhan, appeared himself whereas Shri A V Shah, Dy Supdt Account 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.09111 / 00094 / 5
2. The complainant had received energy bill for October-November 2012 for 410 units amounting to Rs.1913/-.
3. In the month of Sept Oct 2012, the present reading was written as 3117 units with last reading of 2707 units resulting in consumption of 410 unit. While November December 2012, the energy bill shown ZERO consumption with 3117 units. As a matter of fact, present reading in Sept Oct 2012 bill was 2743 units resulting in consumption of 36 units instead of 410 units.

The complainant contended that he was issued high amount of energy bill during Sept Oct 2012 which was for consumption of 410 units. As per actual meter reading was found 36 units only. To correct bill, meter reader had asked for some bribe and threatened for disconnection so Forum is requested to do needful in the matter.

The respondent contended that there was a mistake done by meter reader. The meter reader has been asked for explanation on 18.3.2013 and revised bill has been issued which has been paid by the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that meter reader is at guilty and considering numbers of such cases are coming, disciplinary action should be initiated.

In view of the above discussion, the Forum is of the opinion that the MGVCL should be taken immediately to know the exact electricity consumption. If meter reader is found guilty, he should be punished accordingly.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take MRI of the electricity consumption of last four months i.e. Sept, October, November & December 2012. If there is any deviation in meter reading recorded by meter reader and actual consumption as per MRI data, MGVCL should take corrective action to avoid such incidences in future. .

(Y B Sukhadia)
Technical Member

(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.
1. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>