

**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-126-2012.13
Complainant	Shri Chandubhai Bhailalbhai Bhoi of village Vasad, Dist. Anand
Respondent	Shri S P Sagar, Dy. Engineer of Anand South S/dn of MGVCL.
Date of hearing	01.03.2013 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 17.02.2013 regarding abnormal energy bill.

On 01.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein applicant was not present, whereas Shri S P Sagar, Dy. Engineer of Anand South S/dn of MGVCL. appeared as respondent on behalf of MGVCL before the Forum. .

The brief details of the case are:

1. The complainant has consumer No.04302 /15231 /1
2. The complainant had been given new connection after purchase of house.
3. The complainant was issued higher amount of bill for the month of January 2013 though his appliances having less connected load. As such requested to replace the defective meter and to check the meter in Laboratory.

The Respondent informed vide letter dtd.7.3.2013 that the defective meter was checked on 27.2.2013 and the same is replaced on 28.2.2013. Further informed vide letter dtd.30.4.13 that the said meter was tested in the Laboratory on 3.4.13. The meter found defective as the circuit of the meter was found faulty as per lab report. Accordingly, the bills are revised as per rules and credit will be given in next energy bill.

The Forum Members present at the hearing considered contention of both the parties and looking to the report of DE, the complainant is satisfied and has also given in writing vide letter dtd.3.4.2013.

ORDER

As reported by the Dy. Engineer of Anand South S/dn of MGVCL, the meter is tested in meter testing laboratory at Vidyanagar and found defective as per lab report. The necessary credit amount shall be given in next energy bill after calculating consumption as per rules. The consumer has also given letter for satisfactory solution of his complaint. The Forum shall be appraised for action taken.

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

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