

**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-III-80-2012.13
Complainant	Shri Dhirubhai J. Waghela, At: Bhagana Muvada Tal: Savli, Dist. Vadodara
Respondent	Shri SJ Shukla, De, Savli Sub-Division
Date of hearing	14.12.2012 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 20.11.2012 regarding high amount of residential bill.

On 14.12.2012 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri DJ Vaghela did not appear whereas Shri SJ Shukla appeared as respondent on behalf of MGVCL before the Forum. The respondent was heard.

The brief details of the case are :

1. The complainant has deposited Rs. 500/- on 4/10/2012 at Tulsipura Post Office against energy bill of Rs. 497/- for the month of July-Aug.2012, but he was surprised to receive arrears of pending bill of Sept-Oct. energy bill. So they have approached the Forum to get the matter solved.

The Respondent Shri SJ Shukla contended that during the month of March-April'12, the complainant received energy bill of Rs. 294/-. Thereafter the helper had visited the premises and found that there is no display in the meter. With this reason the meter was replaced by a new meter , but again energy bill of May-June-12 was found Rs. 319/-. During Sept-Oct'12 energy bill was of Rs. 867/- .

The Forum Members present at the hearing considered contention of respondent and perused the records and observed that there is erratic energy consumption in this case. There is also variation in billing date cycle. It is also observed that there may be adhoc meter readings which have resulted in erratic consumption every month.

In view of the above discussion, the Forum is of the opinion that MRI should be taken and tally with energy bills. If required revised energy bill should be distributed on the basis of MRI data. Though meter was having problem " no display" it was replaced, but meter testing data is not submitted.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to get the MRI data of replaced meter for its accuracy and status. If it is found OK, revised billing should be done based on MRI data. If meter has no problem, revised bill on the basis of actual energy consumption should be prepared and recovered from the complainant.

(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>