

**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-I-28-2013.14
Complainant	Shri Gambhirsinh Fulsinh Solanki at & post Nani baj, Pavi Jetpur, Vadodara.
Respondent	Shri K G Prajapati, Deputy Engineer & Shri V D Bhabhor Dy S A from Pavi Jetpur s/dn of MGVCCL.
Date of hearing	21.06.2013 & 28.06.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCCL

The complaint dated 20.04.2013 regarding refund against energy bill.

On 28.06.13, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Gambhirsinh Fulsinh Solanki, appeared himself, whereas Shri K G Prajapati, Deputy Engineer & Shri V D Bhabhor Dy S A from Pavi Jetpur s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. February 2012 bill for Rs.1873.90 is higher than average consumption.

The complainant contended that meter is replaced by MGVCCL and new meter is not showing reading when power supply is off. The meter reader recording higher unit, requested to refund excess billing done by meter reader.

The respondent contended that old meter replaced with static meter in March 2012. March April billed in May 2012 for 140 units. In subsequent two billing cycle i.e. July 12 & Sept 12, meter reader has given average reading of 170 units each considering "L" status (due to no power supply). Novemr December 2012 billed in January 2013 recorded correct reading so bill for 1620 units amounting to Rs.7957.68. The bill is recalculated considering lock period and refund of Rs.1501.46 considered in next billing. The consumer have paid Rs.5200/ in January 2013. Now, the issue is resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum has given understanding to the consumer the issue of lock meter reading and subsequent adjustment done in the billing cycle of Nov Dec 2012 billed in January 2013.

In view of the above discussion, the Forum is of the opinion that the wherever power supply not available in billing area, either supply should be restored upto billing time or scheduled to be changed to avoid such type of problem.

ORDER

The Forum considered the adjustment already make in next billing cycle and consider the grievances as resolved. However, Madhya Gujarat Vij Company Limited should make appropriate arrangement to take meter reading in time for all types of meter.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
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>