

**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-116-2012.13
Complainant	Shri Gopaldas S Agrawal.15, Sumantpark Society, Akota, Vadodara.
Respondent	Shri N D Pradhan, Deputy Engineer Akota s/dn of MGVCL.
Date of hearing	08.03.2013 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 08.02.2013 regarding faulty meter.

On 08.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Gopaldas S Agrawal appeared himself, whereas Shri N D Pradhan, Deputy Engineer Akota s/dn 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.15528 / 04079 / 5
2. Complainant has requested to review the abnormal energy bill for the month of March April 2012 amounting to Rs.34460.22.
3. The meter was replaced on 21.08.2012

The complainant contended that meter under question has been declared faulty by MGVCL. Why credit of only one day given to his account.

The respondent has informed that meter under question was tested at Alkapuri Testing Laboratory and during dial test it found OK. Also, MRI data was taken on 11.07.2012 for the said meter and it was found that on 08.06.2012 consumption was found 446 units. This single day consumption was found abnormal against average consumption per day. The MRI data was sent to the meter manufacturer who in turn confirmed heavy and abnormal consumption for date 08.06.2012. Considering this abnormality average consumption of 65 units considered and credit given for balance units for 08.06.2012 vide his letter No.Akota / Tech / 238 dated 11.01.2013. Despite of the fact that erratic behaviour of meter for one day, consumer is insisting for revising entire bill on this basis, which is not viable and feasible to accept.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per complainant high consumption is noticed than the average during the billing period of March April billed in May 2012 (i.e. 4655 units against 2242 units of previous year during same period by considering bi-monthly billing). The meter got tested in Meter Testing laboratory where it was reported no defect. Consumption for next billing cycle recorded 2260 units for billing period May June 2012. The meter manufacturer has only confirmed for abnormality in consumption for date 08.06.2012 that too within four hours and maximum of 152.2 KW between 17:00 hours to 18:00 hours. MGVCL has given credit for higher than average consumption units for that particular day considering abnormal behaviour of meter.

In view of the above discussion, the Forum is of the opinion that if meter behaviour is considered abnormal for 08.06.2012, on the same ground of defective meter, it is required to consider for the whole billing period of March April 2012 which is showing higher consumption than the average as well as corresponding month of previous year. MGVCL should revise the bill accordingly.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bill for the month of March April 2012 based on average monthly consumption, seasonal period and

consumption pattern of corresponding month of previous year, to Shri Gopaldas S Agrawal.15, Sumantpark Society, Akota, Vadodara.

(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>