

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-137-2012.13                                                     |
| Complainant     | Shri Gopalbhai P Dhanka, President, Grahak Suraksha<br>Mandal, "Manorath"Prakurtingar, Govindnagar, Dahod |
| Respondent      | Deputy Engineer of Dahod s/dn of MGVCCL                                                                   |
| Date of hearing | 22.3.2013 at Circle Office, Godhra                                                                        |

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

The complaint dated 7.3.2013 regarding high amount of energy bill.

On 22.3.2013 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Gopalbhai P Dhanka, appeared on behalf of Bhansilal Moharilal Agarwal whereas Deputy Engineer of Dahod s/dn appeared as respondent on behalf of MGVCCL before the Forum. The respondent was heard.

The brief details of the case are :

1. The complainant has consumer No. 207904/01139/5.
2. The premise of the complainant is in lock condition. On 11.6.2010 the energy bill of Rs.27463/- for the consumption of 4276 units has been issued by MGVCCL. MGVCCL has collected Rs.100/- for meter checking on 30.8.2010. MGVCCL has not submitted meter testing report.

The representative of the complainant contended that MGVCCL has issued energy bill of Rs.27463/- against the energy consumption of 4276 units on 11.6.2010, which is exorbitantly high. MGVCCL has also asked for Rs.100/- for testing of meter and same is paid on 30.8.2010 but till date of hearing neither action taken nor reported. MGVCCL has adjusted Rs.13413/- against bill No. 3/5458 and revised bill of Rs.15363/- for 876 units consumption. He requested Forum to look into the matter and settle the problem of high energy consumption recorded

The respondent contended that the meter replaced was of HPL make. The faulty meter was replaced on 5.5.2010 with closing reading of 5443 units. Accordingly bill amounting to Rs.27463 was issued on 11.6.2010. Consumer had approached his office on 30.8.2010 and paid Rs.100/- as meter testing charges. Prior to this, the faulty meter was deposited in the Divisional Laboratory. In the statement 13.5.2010 the last reading of the faulty meter was confirmed as 5443. As a matter of fact, billing for "0" consumption from Sep. 2004 was made due to locked premises but consumption was found recorded from Sept. 04 to December 2008 having last reading 5443 units. Considering the actual consumption in long span, the slab benefit for 52 months on average basis was given to the consumer in the month of November 2011 amounting to Rs.13413.

The Forum Members present at the hearing considered contention of respondent perused the records.

The Forum observed that the meter was of HPL make and the erratic behavior of meter of this make has been reported in many cases.

In view of the above discussion, the Forum is of the opinion that when meter was to be deposited in Divisional Lab as scrap material, MGVL should not have taken Rs.100/- for testing charges. This is evident from the money receipt data which is much after deposit date of meter in the Divisional Lab. Since no data is available to establish the facts, the benefit of doubt should be given to the consumer.

### **ORDER**

Forum directs Madhya Gujarat Vij Company Limited not to recover bill as per closing reading of meter as meter was having erratic behaviour. The revised bill may be issued based on new replaced meter average consumption. The charges of Rs.100/ for meter testing should be refunded.

**(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>