

**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-101-2013.14
Complainant	Shri Jagdishbhai Kuberdas Bhavsar at 198, Vanibhai's Khadki, Lakhawad, Nadiad, Dist : Kheda
Respondent	Shri K S Makwana, Junior Engineer, Nadiad Rural Sub-Division MGVCL.
Date of hearing	08.11.2013 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated NIL received on 18.10.2013 regarding high energy bill & refund of excess amount paid.

On 08.11.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jagdishbhai Kuberdas Bhavsar, was not present, whereas Shri K S Makwana, Junior Engineer appeared as respondent on behalf of MGVCL before the Forum.

The brief detail of the case is as under:

The complainant is bearing consumer No.10003/01581/5 & paying regular bills since release of connection from dated 14.10.2010. He has also mentioned that connected appliances are light & fans. He is not having washing machine & “Gharghanti” though he is getting high energy bill from last two bills. It is high by two to three times which is not acceptable.

The complainant was absent.

The Respondent Shri K S Makwana contended that meter was checked at site on 25.10.2013 by Sub-Division & connected load found was 1.245 KW against contracted load of 0.5 KW. During checking it was found that meter running fast so

it was replaced. He also contended that they will issue average bill on the basis of earlier consumption as % error is not recorded.

The Forum Members present at the hearing directed the respondent to get meter tested at laboratory & refund should be given on the basis of actual error. It was also directed to get it tested on 11th Nov' 2013 & report to CGRF. The meter testing laboratory has confirmed that meter found 37.45% fast & accordingly refund for higher billing period is to be given to the consumer.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to give credit of excess units recorded due to 37.45% fast metering to the consumer Shri Jagdishbhai Kuberdas Bhavsar at 198, Vanibhai's Khadki, Lakhawad, Nadiad, Dist : Kheda on the basis of lab testing report.

(Medha M Marathe)
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>