

**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-107-2012.13
Complainant	Juber Abdulhamid Mindhi Shaikh Mazavar Road, Near Masoom Masjid, Godhra.
Respondent	Shri T C Vyas In-charge Deputy Engineer Godhra of MGVCL
Date of hearing	15.02.2013 at Godhra

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 01.02.13 regarding adhoc meter reading and change of connection from nearest pole.

On 15.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Juber Abdulhamid Mindhi was absent whereas Shri T C Vyas In-charge Deputy Engineer Godhra appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.01004 / 04199 / 3
2. Service line of complainant's single phase connection should be transferred to nearest pole.
3. There is adhocism in meter reading by meter reader.

The complainant was absent during hearing.

The Respondent contended that service line of complainant single phase connection has been transferred to the nearest pole on 14.02.2013. Regarding adhocism by

meter readers in taking meter reading, he confirmed that the meter readers are instructed to be serious for issuing energy bill and taking regular reading of static meters.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that there is gross negligence amongst meter readers which is serious matter for the MGVCCL as well as for harassment to the consumers.

In view of the above discussion, the Forum is of the opinion that there should be proper cross-check by MGVCCL over the meter readers for accurate and timely meter reading.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take strict actions for adherence of meter readers to take regularly meter reading correctly and issue the bills to the consumer. This will be in the benefit of both i.e. MGVCCL and consumers.

(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