

**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-II-70-2013.14
Complainant	Kamruddin Taiyabali Patwa, Lal Bhadra Kacheri Road, Panigate, Vadodara
Respondent	Smt Bhanuben Solanki, Deputy Engineer, Mandvi s/dn of MGVCL.
Date of hearing	06.09.2013 at Corporate Office, MGVCL Vadodara

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

The complaint dated 19.08.2013 regarding high amount of energy bill for his Shop at Lal Bhadra Kacheri Road, Panigate, Vadodara.

On 06.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kamruddin Taiyabali Patwa appeared himself whereas Smt Bhanuben Solanki, Deputy Engineer, Mandvi 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.16403 / 02532 / 5
2. Bill for the month of Dec-Jan 2012 received on 02.03.2012 for Rs.6660/-, which is higher than average consumption hence complained to check.
3. Meter was tested in laboratory on 20.03.2012 and found OK
4. Complainant is not satisfied with lab report as he is having only 1 fan and 2 nos of tube lights.

The complainant contended that he has received high amount of energy bill for the month of Dec Jan 2012 of 6660/-. He is having small shop and only one fan and 2 nos of tube light. As he was out of Vadodara, he could not registered complaint in time. He himself is not running his shop, one person is engaged for running the shop. Requested to give justice.

The respondent Smt Bhanuben Solanki, Deputy Engineer, Mandvi s/dn contended that complaint billed for the month of Dec-Jan 2012, for 1072 units. The meter was also inspected in laboratory & found OK. The abnormal reading may be due to accumulation of reading. Before Dec-Jan 2012, the meter reading contract was

given to private meter reader & reading was taken by out sourcing. Meter reader statement is also taken and the bill is prepared as per actual reading at site.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that though consumption for the month of Dec Jan 2012, recorded 1072 units but the same may be due to error in meter reading in thousand digits. Looking to the consumption pattern of 3 years, it is observed that complainant consumption is between 70 - 80 units bimonthly. Even after replacement of meter, consumption pattern is same. Therefore, it leads to take a view that there is reading error of 1000's digit i.e. instead of 72 units difference came to 1072 units. It can also be viewed in perspective of connected load. The connected load is only one fan and 2 tube lights. Therefore, the Forum is of the opinion to give benefit of doubt to the consumer and consider 72 units consumption in the month of Dec Jan billed in Feb 2012.

ORDER

The Forum directs the Madhya Gujarat Vij Company Limited to give the bill of complainant Shri Kamruddin Taiyabali Patwa, Lal Bhadra Kacheri Road, Panigate, Vadodara for the month of Dec-Jan 2012 for 72 units the same is as per actual consumption only.

(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>