

**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-I-21-2013.14                                |
| Complainant     | Shri Khodabhai Laljibhai Rathodia, At & Post : Por,<br>Navinagri, Dist : Vadodara. |
| Respondent      | Shri N A Shah, Deputy Engineer, Jambuva s/dn of<br>MGVCL.                          |
| Date of hearing | 14.06.2013, 21.06.2013 & 28.06.2013 at Corporate<br>Office, 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 02.04.2013 (received on 22.05.2013) for complaint against energy bill.

On dated 28.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Vora Ahmedbhai Jamalbhai appeared on behalf of complainant Shri Khodabhai Laljibhai Rathodia whereas Shri N A Shah, Deputy Engineer, Jambuva 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.02312 / 03721 / 1
2. At present, the complainant not residing at the place and received high amount of bill in the month of December 2012.

The representative of the complainant contended that the complainant is staying Tarsali village for earning purpose. His house in Por village is locked. As asked by MGVCL office, old dues of Rs.550/ paid but December 2012 billed with 610 units amounting to Rs.3315.67. The connection is taken in Zupadpatti area under BPL scheme. Such huge amount could not be paid by the complainant.

The respondent contended that the consumer is having 0.5 KW load at Navinagri, Indira Aawas, village Por. Upon receipt of complaint for high bill for the month of Dec 2012, staff was sent to check & test the meter at site. It was found that meter is not connected on load side and unauthorizedly shifted to construct new room. Meter tested at site and found OK. Since 12.12.2012 i.e. bill issue date of December 2012, meter has not recorded any units (As per MRI data). However, meter is replaced on 02.05.2013.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the units recorded in the meter is the energy consumed as the meter test reported, no defect in meter.

In view of the above discussion, the Forum is of the opinion that the units billed in the month of Oct Nov 2012 billed in December 2012 may have accumulated units or due to construction works considering no defect in meter. The representative of the complainant has asked for instalments to pay for which it can be considered by MGVCCL.

## **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to give instalments to pay arrears to the complainant Shri Khodabhai Laljibhai Rathodia, At & Post : Por, Navinagri, Dist : Vadodara.

**(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>