

**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-75-2013.14
Complainant	Krishnamurti Tiwari, 21, Amish Park Society Behind Sussen Textile, Sussen Tarsali Road, Makarpura, Vadodara
Respondent	Shri H J Shah, Dy. Engineer of Tarsali S/dn of MGVCL
Date of hearing	13.09.2013 at Corporate Office Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 05.09.2013 regarding unsatisfactory work of meter testing.

On 13.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein applicant Shri Krishnamurti Tiwari was present, whereas Shri H J Shah, Dy. Engineer of Tarsali S/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. .

The brief details of the case are:

1. The complainant has consumer No.14324 /00440 /4 in the name of his father.
2. The complainant received bill for the month of April-May 2013 for 1101 units.
3. As the bill was high, contacted Sub D/n. and shown previous six months bills for his average consumption. He paid the bill with objection and also paid fees Rs.110/- for testing of meter.
4. The unit measured at the time of billing was 5746 where as when staff came for replacement of meter on 12.6.13, the reading was 5638 units and at the time of lab testing 5860 units.
5. The meter testing lab has reported the meter OK.
6. The complainant has objected for meter reading procedure.

The complainant contended that he received higher bill for the month of April-May 2013 for 1101 units. He paid bill amount with objection and asked to see his average consumption pattern. He paid fees Rs.110/- for testing of meter. He further informed that the unit measured at the time of billing was 5746 where as when staff came for replacement of meter on 12.6.13, the reading was 5638 units

and at the time of lab testing 5860 units. How reading was different that he could not understand. Meter was found ok during lab inspection. The complainant was not satisfied with testing process of meter in Laboratory. Requested Forum to serve average bill based on last six months consumption.

The Respondent informed that meter was tested at Lalbaug DO Laboratory and found OK. The difference in reading the meter may be due to wrong consideration of parameter by line staff during replacement.

The Forum Members present at the hearing considered contention of both the parties and directed DE, Tarsali subdivision to get tested the same meter at High tech Laboratory for ensuring correctness/accuracy of meter and report to Forum. Subsequently the meter under questions was tested in Hi Tech Lab. on 23.09.2013 and found OK.

In view of the above Lab reports Forum is of the opinion that meter reading noted by meter replacement staff at site is not correct. The meter recorded further consumption after last billing till replacement and noted by laboratory is correct (it is again verified by High Tech Laboratory).

ORDER

The Forum directs the complainant Shri Krishnamurti Tiwari of 21, Amish Park Society, behind Sussen Textile Tarsali Road, Vadodara, that the bill issued for the month of April May 2013 is in order.

(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>