

**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-102-2013.14
Complainant	Lilaben J Patel at A-67, Adhar Society, Behind Suryanagar, Waghodia Road, Vadodara
Respondent	Shri AR Bhargav, Deputy Engineer, Panigate s/dn of MGVCL
Date of hearing	25.10.2013 at Vadodara

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

The complaint dated 15.10.2013 regarding high amount of energy bill.

On 25.10.2013, the case of the Complainant Grievance was heard before Consumer Grievances Redressal Forum wherein Shri Jayantibhai K Patel, husband, appeared on behalf of Lilaben J Patel, whereas Shri A R Bhargav Deputy Engineer, Panigate 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. 16548/00479/5
2. The bill for the month of July-Aug-2013 received very high against average consumption.
3. The meter was tested in Laboratory on 24.09.2013 and found o.k.
4. Not satisfied with Lab report and requested to give justice as this being meter reader mistake.

The representative of the complainant contended that he is residing on above address since 1985 and his consumption is normal except summer season. He has received bill for the month of July-Aug-2013 for Rs. 16873/ which is ten times high then normal bill. Therefore, he had requested Panigate S/dn to verify his meter by paying meter testing charges. The meter was tested in Laboratory on 24.09.2013 in his presence and was informed that meter is OK. He is not satisfied with Lab report. If meter is OK then why bill is received high? As such, he has requested to take serious note & to give justice and if required to take action against concern responsible officer / meter reader.

The respondent Shri A R Bhrgav contended that Complainant connected load is 3.3 KW against contacted load of 0.5 KW. The complainant is using one number of A/c having 1.5 ton, 1 HP water pump, washing machine and other lighting load. Due to high bill, complainant meter was tested in laboratory on 24.09.2013 and found OK. The MRI data of meter is down loaded and its abstract is as under:

Date	Reading (Units)
1.05.2013	1770
1.06.2013	2903
1.07.2013	3631
1.08.2013	3849
1.09.2013	4025

Whereas details as per bill issued are as under.

Bill dated	Present Reading	Past Reading	Difference
1. 30.04.2013	1212	865	347
2. 09.07.2013	1529	1212	317
3. 27.08.2013	3993	1529	2464

As there is difference between MRI data and actual reading, it is observed that meter reader has not taken proper reading during 30.04.2013 & 09.07.2013. The reading taken by another meter reader on 01.09.2013 seems to be correct & matching with MRI report.

The Forum members present at the hearing consider contention of both the parties and perused the records and observed that high amount of bill for the month of July-Aug. 2013 is only due to accumulated units. The meter reader has made mistake while reading.

In view of the above, the Forum is of the opinion that the explanation of meter reader to be asked who had taken wrong reading causing accumulation of units to be billed. However, meter testing charges to be refunded to the complainant as there is no fault on the part of the complainant.

ORDER

The Forum direct the complainant Lilaben J Patel at A-67, Adhar Society, Behind Suryanagar, Waghodia Road, Vadodara, that the bill units given by MGVCL for the month of July-Aug-2013 is in order. The Forum also directs MGVCL to refund the testing charges paid by the complainant and revise the July August 2013 bill considering appropriate unit slab rate of average consumption.

(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>