

**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-71-2012.13
Complainant	Shri M G Waghela, Shivshakti Co.op. Housing Society Limited, Near Boru Terminal, At Kalol, Godhra, Dist : Panchmahals.
Respondent	Shri M N Naik, Deputy Engineer, Kalol, S/dn Godhra MGVCL.
Date of hearing	02.11.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 16.10.2012 regarding refund of Security Deposit amount.

On 02.11.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri M G Waghela appeared himself, whereas Shri M N Naik, Deputy Engineer, Kalol 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.07510/10288/0
2. Originally, complainant had single phase meter No.3736196 and had applied for 3 phase supply.
3. Complainant has paid for single phase energy meter bills upto 10.12.2010. He has also paid energy bill from Jan 2011.
4. As per complainant, single phase meter was disconnected even though MGVCL has issued bills after two years for Rs.18036.08 on 25.07.2012.

The complainant contended that after getting 3 phase connection, single phase meter was disconnected by MGVCL Kalol office but was not deposited. After issuance of above bill, he had applied for single phase meter to be tested on 3.4.2012 and requested to cancel the bills issued but unfortunately nothing has been heard by Kalol MGVCL office. He has not used single phase meter after disconnection. However, MGVCL has issued additional bill of Rs.7233/ during December 2012. He requested Forum to cancel all incorrect bills of single phase meter and refund Rs.900/ paid against single phase meter.

The respondent contended that the bills of single phase and 3 phase supply are enlisted as below:

Single Phase

Period	Billed in	Consumed	Bill	Paid	Arrears
Sept Oct 2010	Nov 2010	255-235=20	88.30		4.07
Nov Dec 2010	Jan 2011	255-255=00	30.00	100	-65.93
Jan Feb 2011	Mar 2011	"	30.36		-35.57
Mar Apr 2011	May 2011	"	30.00	54	-59.57
May June 2011	July 2011	"	30.00		-29.57
July Aug 2011	Sept 2011	"	30.00		0.43
Sept Oct 2011	Nov 2011	"	30.00		30.43
Nov Dec 2011	Jan 2012	"	30.00		60.43
Jan Feb 2012	Mar 2012	3205-255=2950	18223.35		18283.78

3 Phase

Month	Billed in	Consumed	Bill	Paid	Arrears
Sept 2010	Oct 2010	0	0	0	0
Oct 2010	Nov 2010	0	105	100	-0.71
Nov 2010	Dec 2010	0	105	-	104.97
Dec 2010	Jan 2011	0	105	-	209.97
Jan 2011	Feb 2011	100	155	-	364.97
Feb 2011	March 2011	400	305	-	669.97
March 2011	Apr 2011	200	205	-	974.07
Apr 2011	May 2011	400	305	1105	74.97
May 2011	June 2011	200	220.56	-	255.53
June 2011	July 2011	100	155	-	450.53
July 2011	Aug 2011	100	155	610	-4.47
Aug 2011	Sept 2011	0	109	-	105.21
Sept 2011	Oct 2011	0	105	110	100.21
Oct 2011	Nov 2011	0	105.31	205	0.52
Nov 2011	Dec 2011	0	105.99	110	-3.49
Dec 2011	Jan 2012	0	105	101	0.51
Jan 2012	Feb 2012	500	355	355	0.51
Feb 2012	Mar 2012	600	405.01	-	405.52
Mar 2012	Apr 2012	9440	4825	5240	-9.48
Apr 2012	May 2012	780	497.95	225	263.47
May 2012	June 2012	200	205	490	-21.53
June 2012	July 2012	100	155	-	133.47
July 2012	Aug 2012	100	155	290	-1.53
Aug 2012	Sept 2012	50	131.07	-	129.54
Sept 2012	Oct 2012	0	105	240	-5.46

From the above, it is revealed that upto a certain period, Zero unit consumption is shown in connection i.e. 1 phase & 3 phase connection and it is accumulated unit consumption in March 2012 as shown in the table. It means, the energy is consumed in both cases i.e. single phase and 3 phase. Unfortunately, the meter reader has not taken the correct reading and hence this anomaly is created.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that single phase connection was taken by the complainant on 23.10.2006 and 3 phase connection was taken on 02.03.2009. The reading taken for single and 3 phase connection as mentioned above is showing irregularities in recording the consumption readings.

In view of the above discussion, the Forum is of the opinion that if the complainant had intention to disconnect the single phase supply, he should have applied for the same as soon as 3 phase supply was available to him. In spite of that he continues to pay minimum charges as the bills were being issued to him. Additionally, the meter reading shows that there was consumption of single phase supply. From this, it can be concluded that the bills raised by MGVL are found in order.

ORDER

The Forum directs the complainant Shri M G Waghela, Shivshakti Co.op. Housing Society Limited, Near Boru Terminal, At Kalol, Godhra, Dist : Panchmahals, that bills raised by MGVL for single phase and 3 phase supplies are found in order.

(Y B Sukhadia)
Technical Member

(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

*** <http://www.gercin.org/docs/Consumer%20Grievances/Procedure/Procedure.pdf>