

**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-88-2013.14
Complainant	Shri Mayank Patel, at Mandir Faliyu, Village : Harkundi, Tal: Godhra Dist: Panchmahals
Respondent	Shri N A Ray, Deputy Engineer Vejalpur s/dn of MGVCL.
Date of hearing	04.10.2013 at Corporate Office, MGVCL, Vadodara

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

The complaint dated 25.09.2013 regarding high amount of energy bill.

On 04.10.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mayank Patel, appeared himself, whereas Shri N A Ray, Deputy Engineer Vejalpur 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. Consumer No.20061 / 00104 / 01 and meter No.034567
2. Last month June July 2013 billed in Aug 2013, of Rs.29718.00 which is abnormal than their regular average consumption of 300 units / Rs.1500/. The last bill for 4718 units.
3. Complainant requested to revise bill as per their average consumption and not to disconnect their connection till settlement.

The complainant contended that their consumption of power is normal but the MGVCL has issued last bill for 4718 units amounting to Rs.29718.00. The meter was tested by MGVCL and reported correct. He added that they have not utilized any extra power than their normal use so there must be something wrong in electrical system for which they should not be punished.

The respondent contended that the meter was tested in meter testing laboratory and lab has reported its working satisfactorily and error within the prescribed limit. As the meter is of 3 phase type, he down loaded data (MRI) and analyzed that there is a meter reading error since long. The available data in the meter is for one year. It is showing meter reading on 1.12.12 as 7733 units whereas meter reader has noted 4386 units. The meter reader has recorded 300 units through out bimonthly period which is averaging 300 units consumption but actual consumption is high. As per MRI data, considering bimonthly billing for December 2012 = 308 units, Feb 2013 = 254 units, April 2013 = 360 units, June 2013 = 1075 units and Aug 2013 = 597 units.

In the last bill, the meter reader has taken correct reading hence big amount is reflected. It is actual consumption but due to incorrect meter reading the grievances has arised. He has recalculated the bill distributing the energy consumption in past months and given benefit of unit-slabs. The proposal is sent to division office for approval.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is a negligency of the concern meter reader for a longer period which not only raised the problem to pay high amount of bill at once and also to the MGVCL in form of loss of revenue & higher T&D losses. Whole matter is explained to the consumer and convinced that the last reading recorded is correct one and it is a cumulative unrecorded energy consumption which is required to pay. Considering high amount of bill and expressed inability to pay at once, Forum members agreed to pay in six equal installments along with regular energy bill.

In view of the above discussion, the Forum is of the opinion that the grievance could have been avoided if concern meter reader had recorded the correct reading.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the energy bill issued in the month of Aug 2013 by bifurcating the units in past months where irregularity in units recoding noticed in MRI and balance units before the date of available data in MRI i.e. before 1.12.2012 and the amount to be paid without Delayed Payment Charges (DPC) in six equal monthly instalments along with regular energy bill in respect of complainant Shri Mayank Patel, at Mandir Faliyu, Village : Harkundi, Tal: Godhra Dist: Panchmahals.

(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>