

**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-90-2013.14
Complainant	Mantri Shree, Meghdoot Co.operative Society, At & Post : Halol Dist : Panchmahals
Respondent	Shri Y R Rana, Deputy Engineer, Halol (Town) s/dn of MGVCL
Date of hearing	18.10.2013 at Godhra & 15.11.2013 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 26.09.2013 received on 1.10.13 regarding irregular receipt of energy bill.

On 18.10.2013, 15.11.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was absent during 18.10.2013 & 15.11.2013, whereas Shri Y R Rana, Deputy Engineer, Halol (Town) s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. Bills are being prepared without meter reading.
2. Meter shifting charges are paid to shift the meter from inside to outside of room but not done since last two months.
3. Though, no use of power, the last bill prepared in the month of Sept 2013 for 200 units.

The complainant remains absent during the hearings.

The respondent contended that the complainant has paid meter shifting charges vide MR No.208908 dated 29.07.2013. The connection is for water works and at the time of meter reading sometimes room found closed so “LOCKED” status bills were issued which are being adjusted during subsequent bills. He confirms delay in meter shifting due to work load and now it is shifted on 14.10.2013 so now onwards regular bills with correct readings will be issued.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The power supply connection is for water works and past readings confirms “LOCKED” status bills issued. To avoid such irregularities, the complainant had paid meter shifting charges on 29.07.2013 but

action taken after complaint to Consumer Grievances Redressal Forum and meter shifted on 14.10.2013 i.e. after 2 ½ months. The complainant not remains present during the hearings on 18.10.2013 and on 15.11.2013 may be due to his problem solved.

In view of the above discussion, the Forum is of the opinion that the Madhya Gujarat Vij Company Limited should install meter in such a way that the meter reader can take reading easily.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to act in time to resolve the complaint either from meter reader for his non-convenience of meter reading or from consumer regarding irregularity in readings.

(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/Consumer%20Grievances/Procedure/Procedure.pdf>