

**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-I-6-2013.14
Complainant	Shri Poojabhai Rajbhanbhai Bhoi, at Raghunathpura, PO; Mahisa, Tal: Kathlal, Dist : Kheda.
Respondent	Shri Makwana, Deputy Engineer Mahudha s/dn of MGVCL.
Date of hearing	17.05.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 16.04.2013 for high amount of energy bill.

Forum has called the complainant on 30.04.2013, 10.05.2013 & also on 17.05.2013 but remain absent during the hearing whereas Shri Makwana, Deputy Engineer Mahudha s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are:

1. The complainant has consumer No.04910 / 00192 / 1
2. The complainant received huge amount of energy bill during Feb - March 2013 i.e. Rs.33619.28
3. The complainant's average consumption is 20 to 30 units as mentioned in bill.
4. Connected load is 200 watts having 2 bulbs and 2 fans only.

The complainant remained absent during all the three hearings.

The respondent Shri Makwana, Deputy Engineer, MGVCL contended that applicant is having nominal load of 200 watt only. The meter was replaced on 18.02.2013 due to faulty condition. After replacement of meter, the bill for the month of Feb Mar 2013 billed in April 2013 was issued for 5520 units. While verifying the meter reading, discrepancy in meter reading noticed so he has taken photocopy of

meter. Meter reading is showing 3228 units whereas meter reader has taken it as 6228 units. Photocopy of meter submitted to the Forum.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is a error in old meter reading. The bill served for 5520 units seems wrong. For further detail investigation the Forum asked to send meter to the Meter Testing laboratory.

Meter testing report received on 18.05.2013 wherein it is mentioned that meter's counter gear latch is broken. This may lead to erratic movement of 1000/100/10 digits counter.

In view of the above findings, the Forum is of the opinion that the Feb-March-13 bill issued requires to be revised as meter itself was defective.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bill of Shri Poojabhai Rajbhanbhai Bhoi, at Raghunathpura, PO; Mahisa, Tal: Kathlal, Dist : Kheda, and to issue average bill as per new meter installed.

(Y B Sukhadia)
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>