

**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-IV-90-2012.13
Complainant	Pragna Kamleshbhai Chokshi Near Champa Gali, Chokhandi, Baranpura, Vadodara.
Respondent	Shri C D Valvai, Dy. Engineer of Baranpura s/dn of MGVCL.
Date of hearing	01.02.2013 at Corporate Office, Vadodara.

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 18.01.2013 regarding abnormal meter reading.

On 01.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein her husband Kamleshbhai Chokshi, appeared whereas Shri C D Valvai Deputy Engineer of Baranpura 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.14528 / 00433 /0
2. The complainant was issued bill of 1048 units in the month of Oct-Nov 2012. As per complainant, monthly electricity consumption was of 300 to 350 units only.
3. The complainant had received electricity consumption of 1048 units in Oct-Novt 2012, with meter status of L-I/-120. This reading is found abnormal compared to past consumption and hence requested to verify and if required to test meter in Laboratory .

The complainant contended that he was issued bill with meter status of “L” where as meter is outside the premises and reading can be easily taken. As such requested Forum to verify bill and if required meter may be got tested in Laboratory.

The Respondent contended that as per Lab report meter is found OK. However looking to the MRI report, it is observed that it seems to be meter reader's error while taking meter reading. The applicant has been informed by Sub D/n vide Letter No.BRM/Rev/280 dtd.29.1.2013 stating that meter is found OK during Lab inspection in their presence and to make payment as per reading.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that meter is found OK during Lab inspection and there is error in meter reading by the meter reader which can be confirmed from MRI report. Hence, the Forum is of the opinion that the MGVCL shall revise the bill of Oct-Nov 2012 by bifurcation the units from June to December 2012 i.e. for the period when bills of Lock Status were given. The complainant should make payment as per revised bill.

ORDER

The Forum directs the MGVCL to revise the bill of Oct-Nov 2012 by bifurcation the units from June to December 2012 i.e. for the period when bills of Lock Status were given. The complainant Smt Pragna Kamleshbhai Chokshi, near Champa Gali, Chokhandi, Baranpura, Vadodara, to make payment as per revised bill served.

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