

**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-93-2012.13
Complainant	Shri Pratik M Jaiswal, A 104, Mile Stone Residence, Bhayli, Vadodara.
Respondent	Shri V M Dave Deputy Engineer Vasna 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 NIL received on 22.01.2013 regarding revised average bill.

On 01.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pratik M Jaiswal, , appeared himself whereas Shri V M Dave, Deputy Engineer, Vasna 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.15713 / 06983 / 4
2. The complainant started to stay in the said premises from **24.8.2011** before that they were staying at Ahmedabad, before that minimum bills issued were paid.
3. MGVCL replaced the meter on 03.04.2012 with the reason of "NO DISPLAY" and issued an average bill of 90 units from Sept 2011.
4. The complainant had paid Rs.1500/ on 28.01.2011 in advance to pay minimum bills in locked condition of his premises.
5. The complainant had applied on 19.10.2012 and taken objection about the average 90 units billed as his house remains closed during that billing period. However, local MGVCL office has not taken any action.

The complainant contended that they were to stay from **28.8.2011** at Vadodara but as their children were studying at Ahmedabad, they have not utilized the said house upto 30.06.2012. The faulty meter was replaced on 03.04.2012. Since December 2010, the meter was showing constant 190 units reading upto the date of replacement. The house was remain closed during that period. The meter reader

showed “ZERO” consumption till meter replaced. The meter reader shown consumption 90 units / month and 180 units bi-monthly units from Sept 2011 assuming that the occupant is staying and meter is not working. This type of billing continued upto April May 2012 billed in June 2012. However, since Sept 2011, MGVL has billed on average basis (90 units per month) with “F” meter and No Display remarks. The Forum is requested to resolve the matter for the disputed period.

The Respondent contended that super-specially, there is no meter reader’s mistake. Due to faulty meter he issued an average bill till meter is replaced.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that since December 2010 till meter replaced on date 03.04.2012, the meter display reading was 190 units constant i.e. no further energy recorded. From Sept 2011, the average bill for 90 units consumption per month issued till May 2012 with “F” status of the meter and before that minimum bills were issued. The “F” status continues for a long period of six billing cycle. As per consumer statement, the house was occupied from 28.8.2011 but started using from 30.06.2012. This has been verified from school going children certificate submitted by the complainant. The meter was replaced on 03.04.2012 and consumption recorded as one unit for billing cycle of April May 2012 billed in June 2012. Though the meter is replaced in the first week of Apr-2012 and working, the meter reader had issued an average bill of 90 units for the month of Apr-May 2012 without considering the actual meter reading.

In view of the above discussion, the Forum is of the opinion that there is no base to take average units prior to replacement of meter as minimum bills were issued prior to that. Considering billing records submitted by MGVL and documentary proof submitted by the complainant, the charges recovered for prior period of meter replacement on the base of average bill should be refunded to the complainant. Also as per GERC notification, average units for Locked status cannot be issued for more than 3 billing cycle.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to calculate the bill from December 2010 till 03.04.2012 i.e. meter replacement date issued on “ZERO” consumption base, the additional amount charged (except minimum bill) to the complainant should be refunded.

(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>