

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                                   |
|-----------------|-------------------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-103-2012.13                                                             |
| Complainant     | Shri Rajivsinh Udaysinh Solanki, C/401, Milestone Residency, Off, Brightday school, Vasna, Bhayli Road, Vadodara. |
| Respondent      | Shri R B Thakar, Junior Engineer, Vasna s/dn of MGVCL.                                                            |
| Date of hearing | 22.02.2013 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 31.01.2013 regarding regularity in issuing the bill and to correct meter number in the bill.

On 22.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajivsinh Udaysinh Solanki, appeared himself, whereas Shri R B Thakar, Junior 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 / 07003 / 4
2. On dated 03.12.2012, the complainant had given application to Deputy Engineer, Vasna s/dn of MGVCL in which they had mentioned that meter reader had written 692 units in the bill of Feb-March 2012 which was paid by them through oversight.
3. On the basis of 692 units, again the bill of April-May 2012 was made for Rs.23989.42 which was corrected after applicant had approached the office but since April 2012 every time they had to go to MGVCL's office and get the bill corrected.
4. The old meter of single phase having Sr No.10365191 is replaced by 3 phase meter having Sr No.59527 on 5.7.2012 but still bill is showing old single phase meter number.

The complainant contended that inspite of many reminders to MGVCL office MGVCL is not changing old single phase meter serial number to new 3 phase meter serial number, though, meter has been changed on 5.7.2011. The bills require to be

revised by approaching their MGVCL local office. Forum is requested to solve this problem.

The Respondent contended that they will do the needful to change meter serial number in energy bill and calculate the exact amount in each energy bill and credit / debit the exact amount after finding out arrears.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant had changed maximum demand from June 2011 and considering difference in tariff of single phase and 3 phase connection with difference in load, Rs.761/- becomes payable by the complainant.

In view of the above discussion, the Forum is of the opinion that the MGVCL should immediately change meter serial number and do revised calculation for energy bills.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to immediately change meter serial number in forthcoming energy bills and revise calculations for energy bills accordingly.

**(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>