

**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-112-2012.13
Complainant	Shri Rameshbhai Desaibhai Patel C/o Viral J Patel 563 Sagar Faliya, Bhayligam, Vadodara.
Respondent	Shri V M Dave Deputy Engineer of Vasna s/dn of MGVCL.
Date of hearing	08.03.2013 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 03.02.13 regarding meter reading with meter seeing.

On 03.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshbhai Desaibhai Patel, appeared himself, whereas Shri V M Dave Deputy Engineer of 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 / 05065 / 3
2. The complainant was issued bill of 176 units in the month of Sept 2011. As per complainant, monthly electricity consumption is of 65 to 70 units only.
3. The complainant had received electricity consumption of 22 units in June 2011, 18 units in July 2011 and 18 units in August 2011. These readings have been recovered without actual checking on the meter and hence it has been of 176 units of Sept 2011.

The complainant contended that he was issued bill of 22 units in June 2011, 18 units in July 2011 and 18 units in Aug 2011 and suddenly he was issued of 176 units in Sept 2011 so there was a manipulation of units during June, July & August 2011

which resulted in accumulated bill of 176 units in Sept 2011. He requested Forum to bifurcate bill of Sept 2011 with appropriate slab tariff.

The Respondent contended that there seems to be meter reader's mistake in recording meter reading during the year 2011.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is irregularity in meter reading by the meter reader. Hence, it is of the opinion of the Forum that MGVL should bifurcate units recorded during June, July, August & Sept 2011, on average basis and prepare revised bills with appropriate slab tariff.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate the readings of September 2011 bill and issue revised bills to June, July, August and Sept 2011 and issue revised bills to the complainant Shri Rameshbhai Desai bhai Patel C/o Viral J Patel 563 Sagar Faliya, Bhayligam, Vadodara.

(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>