

**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-II-45-2013.14
Complainant	Shri Rumalsinh Kalusinh Chauhan, Village : Motal Tal: Godhra, Dist : PMS,
Respondent	Shri A V Saxena Deputy Engineer, Kakanpur s/dn of MGVCL.
Date of hearing	12.07.2013 at Corporate Office, Vadodara

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 04.07.2013 regarding high amount of energy bill.

On 12.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the complainant was not present whereas Shri A V Saxena Deputy Engineer, Kakanpur 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.19904 / 00201 / 0 and residing at Village : Motal, Tal: Godhra, Dist : Panchmahals.
2. The connection is released under BPL Indira Aawas Yojana.
3. The complainant has a single point lighting connection and paying bills regularly.
4. Complainant has paid energy bills for Dec-12 January 2013 amounting to Rs.103/ on 12.02.2013 against their dues of Rs.102.93.
5. On dated 20.03.2013, connection was disconnected and meter was removed, even though there was no due of the complainant.
6. After representation at the office, connection was reconnected on 25.03.2013.
7. Recently, bill for Apr-May 2013 issued for Rs.6044.02 and meter reading is shown 1770 units and bill issued for 1315 units which is very much on higher side.
8. Meter was found defective in lab testing.

The complainant remained absent. However, his application was considered as his representation.

The Respondent Shri A V Saxena, Deputy Engineer of Kakanpur s/dn of MGVCL contended that complainant is having only one bulb as connected load. The average bi-monthly consumption is 10 to 30 units. The EMCO meter was tested at meter lab, Godhra on 17.04.2013. As per lab report, meter RTC is failed and meter is having erratic reading. After replacement of meter, reading is taken on 11.07.2013 and consumption is 24 units for 84 days. According to new meter, consumption average is worked out it is approximately 20 units for 60 days and bill will be revised accordingly.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainant's meter is faulty and showing erratic reading which is confirmed by laboratory report also.

In view of the above discussion, the Forum is of the opinion that complainant bill is to be revised as per new meter reading.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bill as per reading of new meter installed and to report action taken to the forum.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
Independent Member

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>