

**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-161-2013.14
Complainant	Shri Amrabhai Bhimjibhai Vasava, C/o Ushmansha Badarsha Diwan, At ; Sihol (Mahakalipura), Tal: Petlad, Dist : Anand
Respondent	Shri J D Upadhya, Deputy Engineer Petlad Rural s/dn of MGVL.
Date of hearing	13.03.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVL

The complaint dated 17.02.14 regarding refund against high amount of energy bill

On 13.03.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Amrabhai Bhimjibhai Vasava, appeared on behalf of Shri Ushmansha Badarsha Diwan, whereas Shri J D Upadhya, Deputy Engineer Petlad Rural s/dn appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant is living in the house of Shri Ushmansha Badarsha Diwan, had consumer No.09416 / 01223 / 8, since March 2013 on rental basis.
2. He and his wife are remaining outside for work whole day. During day time, nobody is staying at home even though high energy bills are received.
3. Meter testing fees of Rs.113/ was paid by complainant on 26.09.2013.
4. Team from lab had tested meter at site on 28.10.2013. During testing, it was found that meter was recording energy even after disconnection of connected load i.e. meter running in OFF status. Meter was declared FAULTY & meter was replaced on 09.11.2013. During this process approximately 2 months' period was lapsed and complainant had to pay high energy bill for the energy not consumed by him.
5. Bill for the period August-Sept 2013 was 465 units which is very high for four family members like him.

The complainant contended that he and his wife are going for labour work with contractor and returning at late evening. His children are going to school / Aanganwadi. Nobody is staying during whole day and no utilization of electricity. He had occupied this house in the month of March 2013 on rental basis and right from beginning, he is having high consumption. He had approached his owner and told them to take up the matter with MGVCL for high energy bill but he had said that you have to resolve this problem at your level otherwise pay the bill. After getting the energy bill for 465 units for the month of August-Sept 2013, he had contacted local electrician of his village and he had advised to get meter tested for which testing fees is also paid. He requested to review the bill and give justice.

The respondent contended that complainant never approached sub-division office for his complaint. He paid meter testing fees of Rs.113/ on 26.09.2013. Lab engineer had tested the meter on 28.10.2013. The meter was declared faulty vide sheet No.1611 dated 28.10.2013, connected load found at the time of testing was only 265 watts. Based on previous monthly bills, average 240 units is chargeable. Accordingly, difference of units calculated as 225 units for the month of August Sept 2013 are to be credited amounting to Rs.1254.95 will be given to the complainant as adjustment in his energy bill. As the faulty meter having no facility of MRI data collection, further detail investigation is not possible.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant has approached to MGVCL in the month of Sept 2013 for high energy bill. The meter was tested on 28.10.2013 and declared faulty. As the period of fault developed could not be decided in absence of MRI. Complaint period is to be considered for adjustment. Accordingly, refund of Rs.1254.95 for 225 units for the month of August Sept 2013 is admissible to the complainant.

In view of the above discussion, the Forum is of the opinion to refund excess units consumption recorded based on consumption history and also refund the meter testing charges as meter was old, faulty and not periodically tested.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the meter testing charges of Rs.113/ and refund excess units billed due to faulty meter in respect of Shri Amrabhai Bhimjibhai Vasava, C/o Ushmansha Badarsha Diwan, At ; Sihol (Mahakalipura), Tal: Petlad, Dist : Anand.

(Medha M Marathe)
Technical Member

(Harsha S Chauhan)
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

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>