

BEFORE THE CONSUMER GRIEVANCES REDRESSALFORUM

**MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-105-2013.14
Complainant	Shri Chandrakant Ratilal Choksi, at Desaiada, Godhra, Dist. Panchmahal
Respondent	Shri G J Bamania, Deputy Engineer, Godhra East S/dn of MGVCCL.
Date of hearing	29.11.2013, 13.12.2013, 20.12.2013 at Corporate Office, MGVCCL Vadodara

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

The complaint dated 08.11.2013 regarding high amount of energy bill.

On 29.11.2013, 13.12.2013,20.12.2013 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandrakant Ratilal Choksi, appeared himself, whereas Shri G J Bamania, Deputy Engineer, Godhra East S/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant is having consumer No.17703/00726/9.
2. Bill received for the month of April-May 2013 for 1570 units amounting to Rs.10533.75 is high compared to past consumption.
3. The usage is from morning 10:00 AM to 08:00 PM only.
4. Meter testing fee Rs.110.00 paid on 15.6.2013 and Meter was replaced on 18-06-2013. Meter was tested in MGVCCL O&M Division, Godhra lab on 24.7.2013 and found in order.
5. The complainant gave application on 27.9.2013 to obtain MRI report of the Meter.
6. The installation was again visited by concerned SDO on 23.10.2013 for assessing connected load and to give test certificate of Laboratory. The connected load was found 2.374 KW against contracted load of 1KW. 1.5 ton capacity air conditioner is found connected.
7. The test certificate of Lab was not acceptable to the complainant
8. The complainant requested to revise the bill considering the consumption of newly replaced meter.

The complainant contended that he is having jewelers shop and using power from 10:00 AM to 08:00 PM only. He had received Bill for the month of April-May 2013 for 1570 units amounting to Rs.10533.75 which is high compared to past

consumption. He had paid meter testing fee Rs.110/- on 15.6.2013 for testing the meter. The meter was replaced on 18.6.2013. He gave application on 27.9.2013 to obtain MRI report of the Meter as the same was not received after paying testing fee of meter as he was called by MGVCL. He was shown test report on 23.10.2013, which was not acceptable to him as it was one sided tested. After replacement of meter, the consumption of new meter is normal and hence, old meter must be defective. As such, he requested to revise the bill considering the consumption of newly replaced meter.

The respondent contended that he has recently joined the Sub D/n. He confirmed that the consumer was not called for testing of meter at Godhra Lab. The meter was tested at Godhra Lab and found ok. Further, he had informed that the meter was Electro-mechanical so MRI cannot be taken.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the test report of the meter was ok but the meter was tested in absence of the complainant. As the complainant was not satisfied with lab report, Forum directed MGVCL to get the meter tested at High-Tech Laboratory Vadodara immediately at complainant's convenient date in his presence and report to Forum.

The SDO telephonically contacted twice on dtd. 26.12.2013 and 30.12.2013 to give suitable date for testing meter at High-Tech Laboratory Vadodara. As complainant had not given any date, SDO wrote letter to give suitable date within three days. As no response received even after three chances, the meter was ex-party tested at High-Tech Laboratory Vadodara on 23.1.2014 and found ok.

The Forum Members present at the hearing considered contention of both the parties and perused the records that the meter test report of Godhra and High-Tech Laboratory Vadodara is ok. The complainant is having connected load of 2.374 KW against contracted load of 1KW. The complainant is having one Air Conditioner of 1.5 Ton and other lighting load in his jewelers shop. Considering no defect in the disputed meter and being summer period, unit recorded may be consumed units.

In view of the above, the forum is of the opinion that the billed units are as per actual consumption.

ORDER

The Forum directs the complainant Shri Chandrakant Ratilal Choksi, at Desaiada, Godhra, Dist. Panchmahal that bill served by MGVCL for the month of April-May 2013 is in order. The Madhya Gujarat Vij Co Limited is also directed in general to test the meter in presence of consumer by giving three chances whenever testing fees is paid by the consumer. Also submit the Action Take Report to the Forum within 15 days after receipt of the order.

(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 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>