

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-III-115-2013-14
Complainant	Shri Mukundbhai Prabhulal Rao At: Kharikui, Tal. Khambhat Dist. Anand
Respondent	Shri J.N.Gajjar, Jr. Engineer, Khambhat (Town) Sub Division
Date of hearing	03.01.2014 at Anand Circle office

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

The complaint dated 18.12.2013 regarding high amount of energy bill.

On 03.01.2014, the case of the complainant Grievance was heard before Consumer Grievance REDressal Forum wherein Shri Mukundbhai P Rao appeared himself, whereas Shri J.N.Gajjar Junior Engineer Khambhat Town Sub Division 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 had Consumer No. 904/00897/5 and 904/00899/1.
2. Complain for high energy bills of both connections for the billing month July-August-2013.
3. Paid meter testing fees and meters were tested in MGVCCL's meter testing laboratory where in reported both meters are working satisfactory but he was not called to witness.
4. The consumer is not satisfied with the actions of MGVCCL considering his maximum consumption of 270 units bimonthly.
5. For July-August-2013 the consumer billed for 780 units and 930 units. (Two meters- Residential Connections).

The complainant contended that though his utilization of power is normal during the billing period of July-August-2013, the MGVCCL has billed for very high units (780 & 930 units) against his normal consumption between 100-270 units. He has not utilized any extra electrical equipment. He is having single phase two static meters at his residential premises, originally, there were three connections but after renovation of old house one connection was disconnected. He requested to consider average consumption for July-August-2013 and to order MGVCCL accordingly. He was not called by MGVCCL while testing of meters in laboratory.

The respondent contended that upon receipt of the complaint and payment of meter testing fees, meters were replaced on 6.9.2013 and were tested at meter testing laboratory, Petlad. He confirms that call was not given to the consumer to remain present at the time of meter testing. The meters were tested on 07.11.2013 and meter

testing laboratory has reported both meters are ok. He confirms consumption with downloaded MRI Data as per attached **Annexure-A**. He summarized the data and compare the billing figure with MRI Data as per **Annexure-A** and reported consumption billed is matching with MRI data. Also, in lab testing report, no abnormality is detected.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum has asked MGVCL to report the Forum after testing of both meters at Hi-Tech Meter Testing Laboratory, Vadodara is presence of the consumer. As per Forum instruction, complainant was intimated to remain present at Hi-Tech lab at Vadodara thrice on 4.1.2014, 6.1.2014 & 7.1.2014. As complainant did not remain present, exparty testing was carried out at Hi-Tech Lab at Vadodara on 8.1.2014. As per report, the meter is OK. From the MRI data, it is seen that consumption is tallied with MRI report.

In view of the above discussion, the Forum is of the opinion that both the meters are OK. Units billed are actually consumed.

ORDER

The Forum directs the complainant Mukundbhai Prabhulal Rao At: Kharikui, Tal. Khambhat Dist. Anand that the bill issued by MGVCL for the month of July August 2013 is in order. Forum also directs MGVCL to remove one meter as per clause 4.1.17 of Supply Code i.e. not to provide more than one connection / meter in one premises for same purpose of energy utilization.

(M 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>

Annexure A

Complainant Shri Mukundbhai Prabhulal Rao, At village Kharikui, Khambhat Complaint No.MG-III-115-2013.14						
Con No.00904 / 00899 / 1, Meter No.L&G 5418857						
Actual				As per MRI		
Reading Date	Reading	Consumption in KWH		Reading Date	Reading	Consumption in KWH
22.06.13	1	0		30.6.13	11.4	
				31.7.13	297.7	286.3
				31.8.13	728.5	430.8
6.9.13	781	780		6.9.13	784.0	55.5
Meter replaced on 6.9.13	Total	780			Total	772.6
Con No.00904 / 00897 / 5 Meter No.5418858						
Actual				As per MRI		
Reading Date	Reading	Consumption in KWH		Reading Date	Reading	Consumption in KWH
22.6.13	639			30.6.13	664	
		930		31.7.13	1001.0	337
				31.8.13	1508	507
6.9.13	1569	9		6.9.13	1578	70
Meter replaced on 6.9.12	1578					
	Total	939			Total	914