

**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-136-2013-14
Complainant	Shri Nirav A Tarkas, A-1 Jalpa Society, M K Desai Road, Vadodara.
Respondent	Shri V M Dave, Deputy Engineer & R J Kazi Dy.S.A of Vasna S/dn of MGVCL
Date of hearing	07.02.2014 Vadodara

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

The complaint dated 17-12-2013, regarding excess billing.

On 07.02.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nirav A Tarkas, appeared himself whereas Shri V M Dave, Deputy Engineer & R J Kazi Dy.S.A of Vasna S/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant possesses residential lighting connection (RGPU) bearing consumer no. 15704/04914/1 in the name of Nayanbhai B Patel.
2. The complainant stated that the energy bill of 5011 units amounting Rs. 35611-69 was issued for the month of Oct-Nov 2013. Whereas bill calculated for 5011 units works out to be Rs. 24243-90, i.e. the bill issued is Rs. 11367-79 excess.
3. The complainant requested to revise the bill accordingly.
4. Revised bill of Rs. 28431-50 was issued on 06.02.2014.

The complainant contended that the bill received for the month of Oct-Nov 2013 is of 5011 units amounting Rs. 35611-69. But as per his calculation it works out to be Rs. 24243.90 i.e. the bill issued to him is Rs. 11367-79 excess. He has been issued seven bills with “lock” status since Feb-Mar 2012. He stated that the reason given by sub-division for issuing bill of lock status, that there is a dog guard at the main entrance gate where energy meter is installed is correct. Another gate is for normal house use having bell can be used to call resident to take reading.

The respondent contended that the bills of lock status were given as it was not possible to take reading as there was a dog guard at the main entrance gate. Further the bill has been revised by averaging out the total consumption over

the total disputed period in view of the complaint received and issued to the complainant on 06.02.2014.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MGVL has to take care before issuing bills with lock status. It should not be issued as 'LOCK' status for such long period and then averaging for entire period is not correct. The consumer may also be approached to assist in taking meter reading.

O R D E R

The Forum directs the complainant Shri Nirav A Tarkas, A-1 Jalpa Society, M K Desai Road, Vadodara that the revised bill issued by Madhya Gujarat Vij Co Limited is in order. Forum also directed MGVL to be more careful and vigilant in such type of cases. Due care must be taken to avoid such type of complaints in future.

(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>