

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-26-09.10
Complainant	Shri Subodhbhai S Shah, at village Malvan, Tal:Thasra, Dist:Kheda (con No.05013/00319/9
Respondent	Shri M N Dave, DE Thasra S/dn MGVCL
Date of hearing	16/09/2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara
Convener	Shri P L Mistry, MGVCL

This complaint dated 03.09.09 is directed against the high consumption electricity bill of Rs. 9685.58 for 1820 units for the July-Aug 2009 period.

Today on 16/09/2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Subodhbhai S Shah, appeared himself whereas Shri M N Dave, DE Thasra S/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows. The complainant is a consumer of MGVCL having con bearing No. 05013/00319/9. His bimonthly consumption varied between 210 to 880 units during March 2008 to June 2009. However, the consumption jumped to 1820 units during July-Aug 2009 period. He, therefore, requested DE Thasra to check his connection & meter. The DE concerned asked the complainant to formally register an application for meter testing by paying the meter testing charges and to pay under protest the bill dated 25.8.09 of Rs.9685.58 for 1820 units of July-Aug 2009 period. The complainant instead of heeding to the aforesaid advice, preferred to lodge a complaint dated 3.9.09 before this Forum.

The complainant Shri Subodhbhai made oral as well as written submissions. His main grouse is against non-testing of meter by DE, unusual high consumption during July-Aug 2009 and casting responsibility on MGVCL for not keeping the meter in order. He has submitted a statement showing his consumption from March 2007 to Aug 2009 to point out high consumption of 1820 units during July-Aug 2009 as compared to in earlier bimonthly periods during which consumption varied from 210 to 890 units. He cited MGVCL supply code section 6 in support for getting redressal of his grievances.

The Respondent Shri M N Dave DE Thasra S/dn contended that the consumption is higher in July-Aug 2009 period as compared to earlier bimonthly bills. The technician of MGVCL was sent to check the meter and it was not found faulty. The meter has four digits and after recording 9999 units, it moves to 0000 onwards. The last reading was 8620 and current reading was 0440 units. Thus, the units consumed

are (10000 – 8620) i.e. 1380 units + 0440 units = 1820 units. This explanation was conveyed to Shri Subhodhbhai Shah vide MGVCL Thasra letter dated 07.09.09. It was also conveyed to him that meter would be tested on payment of meter testing charges and the last electricity bill for 1820 units. But he has not heeded the advice.

The Forum Members present at the hearing considered contention of both the parties and perused the records. On perusal, it appears that the consumption is much higher in July-Aug 2009 period as compared to that in earlier periods. Therefore, the meter and its reading were checked by a technician of MGVCL and were found to be in order. The MGVCL supply Code No.6.1.7 clearly states that besides checking on site, if the consumer wants to get it tested in lab, he has to pay the testing fees. Unfortunately, the complainant has not grasped this point. The MGVCL officers are right in demanding payment of testing fees before the meter is tested.

In view of the above discussion, the Forum is of the opinion that the regular bill issued to the complainant for Rs.9685.58 for 1820 units for the July-Aug 2009 period is in order and the complainant is obliged to make this payment. The meter could be tested as and when the complainant is ready to pay the testing charges.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of regular bill of Rs.9685.58 for 1820 units of July-Aug 2009 period from the complainant.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.