

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                              |
|-----------------|--------------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-I-16-2014.15                                                          |
| Complainant     | Smt Devikaben Rajnikant Parikh at 8/A Shreejikrupa Society, Near College, Godhra Road, Halol, Di: Panchmahal |
| Respondent      | Shri M.D.Raval Jr. Engineer, Halol(T) Sub Division of MGVCCL                                                 |
| Date of hearing | 09.05.2014, 16.05.2014 & 23.05.2014 all at Vadodara                                                          |

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

The complaint dated 02.05.2014 is regarding Average bill.

On dated 23.05.2014, the case of the complainant Grievance was heard before Consumer Grievance Redressal Forum where in Smt Divya Parikh was present on behalf of Smt Devikaben Rajnikant Parikh whereas Shri M.D.Raval Jr. Engineer, Halol (T) Sub Division appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant contended that she bears connections in the name of Smt Devikaben Rajnikant Parikh bearing consumer nos.07404/ 00006/8 at ground floor & 07404/00007/6 at first floor in RGPU tariff.
2. Complainant had given application on 20.12.2013 to sub-division office, Halol (T) Sub Division stating the reasons for wrong

average bills issued for the period of faulty energy meter (No Display).

3. She stated that her house at ground floor was vacated since June 2013. Meter display was found stopped so application was submitted to Halol (T) S/DN to replace the faulty energy meter.
4. She stated that her house at first floor was vacated since December 2013, Meter display was found stopped so application was submitted to Halol (T) S/DN to replace the faulty energy meter.
5. Requested to send the meter in laboratory for testing purpose so that real fact can be came out but they have not sent the meter in laboratory. It is also informed verbally to meter reader for not to issue average bill as she has vacated her home but meter reader has continued to issue average bill. Even after frequent follow up MGVCL has not taken any action in the above matter so requested to Forum to give justice.

The complainant contended that she has two connections one at ground floor and another at first floor. First floor was given to tenant, she had vacated first floor in June 2013 and given to tenant on 15.04.2014 whereas tenant has vacated in Sept 2013 which is vacant till today. Due to faulty (Display) in ground floor meter, average bill being served from Sept October 2013 billed in November 2013. In the same way, due to no display fault in the first floor connection. The average bill being served from July 2013. Further she had given application on 20/12/2013 to sub-division office Halol(T) regarding stating the reasons for objection against average bill issued to her for RGPU connection. So she requested to revise the average bill.

The respondent contended that both meters were sent to the manufacturers M/s. L&T for testing and MRI data. Consumer no.07404/00006/8 ground floor reported that meter not found faulty on 01.11.2013. Average bill of meter was issued for the period of Sept-Oct2013 billed in Nov 2013 (310 units) which will be revised as per MRI data. Consumer No. 07404/00007/6 first floor reported for RTC failure with last reading 65792 with recorded on 02.09.2012. MRI data could not be downloaded by L&T company hence average bill is issued.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per M/s. L&T report, ground-floor meter found working properly but there was a failure of display. Considering last reading 7113 units, the revised bill required to be re-revised by correcting 310 units given for two billing cycle. For the first floor, M/s. L&T has reported that meter is faulty and its data cannot be downloaded. The meter is replaced on 23.12.2013 and as per complainant's report, tenant has vacated the house in the month of December 2013. Therefore, the revised bill given by the MGVCL is in order.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to re-revise bill to complainant Smt. Devikaben Rajnikant Parikh At:- 8/A Shreejikrupa society, Near collage, Godhra Road Halol Dist. Panchmahal, for the ground, floor consumer No.07404/ 00006/8 whereas revised bill issued

for the first floor consumer No. 07404/00007/6 is in order. It is also directed to give detailed calculation sheet to the complainant.

**(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>