

**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-163-2013.14
Complainant	Smt Kaumudiniben Bhadreshkumar Trivedi at B 52, Ayodhyapuri Society, Nana Ratnakar Mata Road, Tal: Kapadwanj, Dist : Kheda.
Respondent	Shri Deepak G Jethwa Deputy Engineer Kapadwanj s/dn of MGVCL.
Date of hearing	19.03.2014 at Vadodara

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

The complaint dated NIL received on 14.03.2014 regarding high amount of energy bill.

On 19.03.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Smt Kaumudiniben Bhadreshkumar Trivedi appeared herself whereas Shri Deepak G Jethwa Deputy Engineer Kapadwanj s/dn 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 house located at B 52, Ayodhyapuri Society, Nana Ratnakar Mata Road, Tal: Kapadwanj, Dist : Kheda, remains closed from last one and half years.
2. Upto the month of August 2013, minimum bills were issued. as house remains closed.
3. In the month of Sept Oct 2013, bill for high amount was received.
4. The complainant had complained made personally at Kapadwanj s/dn office frequently.
5. An application for house closed was tried to submit but same was not accepted by staff of Kapadwanj office.
6. Details of monthly energy bill amount made is submitted as under as being paid regularly:

Jan Feb 2013

30.10

Mar April	30.71
May June	23.18
July August	31.18
Sept Oct	535.74
Nov Dec 2013	1090.69
Jan Feb 2014	581.75

The complainant contended that she is retired teacher earlier residing at Kapadwanj but after retirement since last 1½ years residing at A 38, Krishna Society, Waghodia Ring Road, Vadodara. The house at Kapadwanj remains closed and she was paying minimum bills regularly. Suddenly, she received high amount bill in the month of Oct 2013. She had contacted Shri Yuvrajsinh, Junior Engineer of Kapadwanj s/dn office but he had not listen to her, he was engaged on phone. Thereafter, while talking to her, he had misbehaved. She had gone to s/dn office with last reading as 521 units. She had requested to Shri Yuvrajsinh Junior Engineer to take meter outside to avoid such problem. He had asked to give undertaking stating that for any damage to meter, if shifted outside, responsibility will be of consumer then only meter will be shifted outside. As binding was demanded she had not given. Again in the month of Nov Dec 2013 billed in Jan 2014, under LOCK status bill for 100 units with last reading 523 units was received. This time she had approached Senior Assistant at Kapadwanj s/dn office. He advised her to keep key with neighbour and notice on door showing last reading with house closed status. She has further stated that it is very difficult for her to go to Kapadwanj office every now and then. Payment of such huge amount without usage is also not proper. She is ready to shift meter outside on any date given by MGVCL. She urged to refund the amount paid for 100 units charged for each bill i.e. Sept Oct billed in November 2013 and Nove Dec 2013 billed in Jan 2014.

The respondent contended that he is not aware of the complaint and reply given by his staff to the complainant. Average bill under LOCK status is given to avoid accumulation of units due to non-accessibility of meter for meter reading as house was lock. Directives for charging average 100 units in town area and 60 units in village area was received from their higher authority. Accumulation of units due to LOCK status deprives consumer to pay huge bill at a stroke. The average bills issued as LOCK status are being adjusted whenever actual meter reading made available so no loss to the consumer.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that action taken by MGVCL staff for giving average bill is as per the directives. In this case, consumer had personally approached s/dn office with actual reading as well as application for house remains closed but Junior Engineer as well as Senior Assistant has not taken action as per norms. Meter should have been taken out immediately to avoid such problems. Further, on getting actual reading, credit adjustment for amount paid by complainant could have been given.

The Forum is of the opinion that complainant is compelled to approach Forum because of not giving proper attention to the complaint of complainant.

Respondent is directed to shift the meter outside as per convenience of the complainant but after March 2014 end.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to relocate the meter so as to remain assieable for meter reading while house is closed and give necessary credit of amount paid considering actual reading of the meter as per rules in respect of complainant Smt Kaumudiniben Bhadreshkumar Trivedi at B 52, Ayodhyapuri Society, Nana Ratnakar Mata Road, Tal: Kapadwanj, Dist : Kheda.

(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>