

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACE COURSE, VADODARA - 390 007**

Subject	Consumer Grievances Complaint No.MG-III-103-2011-12 dtd. 07-11-2011
Complainant	Shri Chirag Vinodbhai Patel, 107, Maruti Sankalp, Opp. APC, Vidyanagar Road, Anand.
Respondent	Shri A.N. Patel, Deputy Engineer(O&M), MGVCL, Vallabh Vidyanagar Sub-Division
Date of hearing	06-01-2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL
Member	Shri N.V. Vaidya, MGVCL

The complaint dated 07-12-2011 is for high energy bill after new tariff.

Today on 06-01-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chirag Vinodbhai Patel himself appeared whereas Shri A.N. Patel, Deputy Engineer, Vallabh Vidyanagar Sub-Division, appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No. 01205/04976/2 – 3-ph. comm.
2. The Complainant had received electric connection during November-2010 for 3-phase Commercial Connection of 7 KW and had entered into an agreement of minimum 2 years. Unfortunately, he could not start his business. Prior to Sept-11, he was getting minimum bill of 230 per month. As per new tariff from 01-09-2011, the connection under NRGp received bill of Rs. 1,010/- in spite of no energy consumption. As per the norms of MGVCL, for '0' consumption, he has to pay Rs. 1,010/- per month till his contract for two years is completed, whether he continues to be or not.

The Complainant contended that for no energy consumption, he was able to afford Rs. 230/- per month. As per new tariff, if it is Rs. 1,010/- against '0' energy consumption, it becomes exorbitantly high to pay. Hence, it is requested to suggest / help to reduce such high energy bill, as there is no revenue earned out of this premises.

The Respondent Shri A.N. Patel, Deputy Engineer, Vallabh Vidyanagar contended that all tariffs are decided from time to time by GERC-Ahmedabad. Hence, it is not under their control to change or alter the tariff policy. Whatever has been billed is as per revised norms and hence it becomes payable.

The Forum Members present at the hearing considered contention of both the parties and perused the records. As per original norms and as per revised norms from 01-09-2011, the bills raised by MGVL are found in order and hence there can not be any other alternative than to continue to pay.

In view of the above discussion, the Forum is of the opinion that he has to pay as per revised tariff policy effective from 01-09-2011.

ORDER

The Forum informs the Complainant Shri Chirag Vinodbhai Patel that the bills issued by MGVL as per new revised tariff policy are in order.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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>