

**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-I-20-2012.13
Complainant	Shri Rajendra Barve at C 75, Akshardham Duplex, Near Subodhnagar, Manjalpur, Vadodara.
Respondent	Shri N A Shah, Engineer of Lalbaug s/dn of MGVCL.
Date of hearing	26.06.2012 at Gotri Circle Office, Vadodara.

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

The complaint dated 29.05.2012 regarding mistakes in energy bills.

Today on 26.06.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajendra Barve, appeared whereas Shri N A Shah, Lalbaug Deputy Engineer, appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.10105 / 08890 / 4
2. The energy bill for the month of Feb-March 2012, was to be paid before 12.04.2012. Complainant had paid Rs.2208/ vide M R No.760073 on 3.4.2012.
3. There was discrepancy in cheque paid by the complainant and hence Bank had deducted charges against discrepancy.
4. The energy bill for the month of Apr-May 2012, Rs.1.21 paise has been deducted against delayed payment.

The complainant contended that he has many complaints regarding management of electricity of all levels including Gujarat Government. He has paid bill for the month of Feb-March 2012 in time. However, the bill of Apr-May 2012 shown Rs.1.21 paise for delayed payment.

The Respondent contended that along with every bill, they also give split up details. Accordingly they have given split up details of Feb-March 2012 bill and Apr-May 2012 bill. He also explained the complainant, the calculation of both bills.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that calculations explained by Deputy Engineer are in order.

The Forum is of the opinion that the complainant has sent many letters in past to many authorities like Government and other statutory bodies. The Forum has explained policy and procedure of billing system to the complainant. However, he repeatedly puts allegations to the officers and institutions which are found baseless and clueless.

ORDER

The Forum observes that the bills issued and calculations given by MGVCCL 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>