

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-59-2011.12
Complainant	Shri Amrishkumar V Patel. 8, Shri Hari Avenue, Near Chaitnya Township, Mogri Road, Anand
Respondent	Shri P P Parikh, DE of MGVCL
Date of hearing	21.10.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 6.8.2011 is for excess energy bill.

Today on 21.10.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Amrishkumar V Patel appeared himself whereas Shri P P Parikh, 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.17312/02058/5
2. The new connection was from 11.2.2011.
3. For two months, no bill was served contacting Anand office, randomly bill was served for 75 units, Meter reader had excuse of height of meter location. Meter was lowered down.
4. Again bill was not served on contacting Anand office bill of Rs.340/ was served. The reason given was that the route code of the complainant was different than those of other residents of the society.
5. For August 2011, the bill of Rs.1930.74 was served.
6. The earlier provisional bills are not appearing in Aug 2011.
7. Single society has three different route code.
8. The complainant has to pay more due to high tariff in higher slabs of units consumption.

The complainant contended with agony that location of meter at suitable height is the responsibility of MGVCL. To decide appropriate route code is the responsibility of MGVCL. The timely distribution of the monthly bill is the responsibility of the MGVCL. Undue recovery of energy bill is not justified. Excess recovery is also not desirable. How the consumer with

service hours for more than 12 hours including travelling can be after MGVCCL for solving such problems and asking for justice.

Forum may look into this and redress his problems.

The Respondent Shri P P Parikh, DE of MGVCCL contended that all problems faced by the complainant are in reality and he will try to resolve on top priority.

The Forum Members present at the hearing considered contention of both the parties and perused the records. This is a classic example that, how consumers are facing difficulties. All problems narrated by the complainant are still prevailing and require to be attended on top priority.

In view of the above discussion, the Forum is of the opinion that all complaints put up by the complainant are genuine in nature. MGVCCL should remove all problems related to the system and see that regular billing is done. On average consumption basis, the bifurcation of cumulative readings of monthly bills should be done and appropriate tariff slab should be considered for billing charges.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to solve the problem of meter height, route code etc, the complainant should be charged for energy bills after deducting the provisional bills paid by him. The bifurcation of cumulative readings of monthly bills should be done and appropriate tariff slab should be considered for billing charges.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
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.

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>