

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-41-2011.12
Complainant	Dr Bharatsinh M Chauhan, at A/18, Bhavya Residency, Near Uma Vidyalaya, Tarsali, Vadodara.
Respondent	Shri V R Rathwa, Engineer of MGVCCL Tarsali s/dn
Date of hearing	09.09.11

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

The complaint dated 25.7.11 is for high energy bill.

Today on 09.09.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant did not appear whereas Shri V R Rathwa, Engineer of Tarsali s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. The complainant has consumer No.14309/00791/0
2. He has been allotted meter connection in Jan 2011
3. He received a bill of Rs.2618/ for the month June 2011 which he feels is on higher side and more than he consumed the energy.
4. The copies of bills submitted are not legible.
5. He requested MGVCCL to change meter and accordingly meter has been changed.

The Respondent Shri V R Rathwa, Engineer, of MGVCCL contended that the meter was tested and found OK. It has been replaced by another one.

The Forum Members present at the hearing. The load connected is found to be 3.430 KW. Since meter is installed during Jan 2011 only. It is difficult to predict consumption pattern without any track, however, meter has been tested and found OK. Meter has been replaced.

In view of the above discussion, the Forum is of the opinion that MGVCCL shall advise the consumer where are the chances of wasteful energy consumption like conditions of appliances, net work, etc. To satisfy the consumer, old meter has been replaced.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to educate the consumer where are the chances of wasteful energy consumption like conditions of appliances, network, etc The consumer is satisfied by the meter testing carried out by MGVCL and meter replacement done.

(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>