

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-62-2011.12
Complainant	Kundanben Dinsha Patel, 102 / 103, Shivalay Complex, Near Crossing Petlad Road, Nadiad
Respondent	Shri G J Kapadia, JE of MGVCCL
Date of hearing	21.10.2011

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

The complaint dated 5.9.2011 is for additional energy bill.

Today on 21.10.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pinkesh Patel appeared on behalf of Kundanben Dinsha Patel, whereas Shri G J Kapadia, JE 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.10006/09400/7
2. As per audit report, there was discrepancy in calculating the billing amount and after recalculating, the complainant had to pay additional amount of Rs.7614.75 against 18 days of no display period.
3. The complainant had paid this additional amount UNDER PROTEST.

The representative of the complainant Shri Pinkesh Patel, contended that the meter fault was due to MGVCCL and hence no additional amount of Rs.7614.75 becomes payable.

The Respondent Shri I C Patel, contended that meter was replaced on 27.7.2010 due to NO DISPLAY on it. Last reading consumption was to be calculated for the NO DISPLAY PERIOD from 9.2.2010 to 27.2.2010 i.e. for 18 days. The reading on 18.3.10 was showing 1225 units consumption which was for 20 days, hence, average consumption for 18 days becomes 1103 units which is taken as consumption for 18 days of NO DISPLAY PERIOD.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. Meter was replaced on 27.2.2010 due to NO DISPLAY
2. Last reading taken was on 9.2.2010.
3. Hence, NO DISPLAY PERIOD was for 18 days i.e. from 9.2.2010 to 28.2.2010.
4. The reading on 18.3.2010 on new meter was showing 1225 units consumption which was for 20 days from 27.2.2010 to 18.3.2010.
5. The average consumption of 18 days of NO DISPLAY PERIOD becomes 1103 units i.e. Rs.7614.75.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant is in order.

ORDER

The bill amount of supplementary bill of Rs.7614.75 issued to complainant is in order.

(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>