

**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-I-12-2012-13
Complainant	Shri Satish Ambalal Patel, C/o. Ambalal M. Patel, A/125, Sundarvan Society, Near Abhilasha Chowkdi, New Sama Road, Sama, VADODARA.
Respondent	Shri A.N. Desai, Deputy Engineer, Anand (South) Sub-Division.
Date of hearing	01-06-2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 04-05-2012 is regarding high energy bill.

Today on 01-06-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Satish Ambalal Patel did not appear whereas Shri A.N. Desai, Deputy Engineer, Anand (South) 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. 04301/00281/2.
2. The Consumer's premises is situated at Chikhodara in the name of Shri Ambalal M. Patel. Throughout the year, normally the premises remains closed and the owner, the son of the consumer opens it for a couple of days. The consumer has complained for higher energy bill and has requested to refund the money whatever they have paid in excess since last two years.

The representative of the complainant, though called for hearing thrice, did not appear.

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The Respondent contended that the billing cycle is of two months and hence correction for refund / recovery appears in the next billing cycle whenever the meter is accessible for actual reading. Moreover, the ledger data of the consumer is produced before the Forum, from which it is very clear about the refund / recovery of billing amount.

As the complainant did not appear even after three calls, the Forum has unilaterally decided after perusal of records that the ledger statement produced by the Respondent is in order and self-explanatory for refund / recovery of billing amount in each billing cycle.

In view of the above discussion, the Forum is of the opinion that the ledger statement submitted by the Respondent from January-2007 up to 12th March, 2012 to the consumer vide letter dtd. 18-05-2012, is found in order.

ORDER

The Forum observes that the bills issued and adjustment of bills during the 'locked' period of the premises are in order.

(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>