

**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-46-2012-13
Complainant	Shri Ashish Sumanbhai Rana C/o. Rambhai Kuberbhai Patel's House, Vachhevad, Tal. Nadiad, Dist. Kheda.
Respondent	Shri I.C. Patel, Deputy Engineer, Nadiad (East) Sub-Division.
Date of hearing	14-09-2012

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 31-08-2012 is regarding excessive energy bill.

Today on 14-09-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ashish Sumanbhai Rana appeared whereas Shri I.C. Patel, Deputy Engineer of Nadiad (East) Sub-division 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. 10003/02611/6.
2. The energy bill of May-2012 amounting to Rs. 1758-17 was found excessive.

The complainant contended that he received energy bill of 295 units for the month of May-2012 amounting to Rs. 1758-17, which is exorbitantly high and not convincing, so the Forum is requested to look into the matter.

The Respondent Shri I.C. Patel, Deputy Engineer, Nadiad (East) Sub-Division contended that there was wrong meter reading taken on and hence during May-2012, the units consumed during April-2012 have been added. As a result, the energy bill of May-2012 appears to be on higher side, otherwise during last two years, the average consumption of energy has remained practically same and there is no significant change in consumption pattern.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that during April-2012, though the consumption was on higher side, it has been recorded less, which got carried forwarded in the energy bill of May-2012 resulting the energy bill of May 2012 has

come on higher side. However, it is noticed that during last two years, the consumption pattern has remained consistent, as the average energy consumed has no significant change.

The Forum Members are of the opinion that MGVCL has to rectify the mistake done in energy consumption reading and to recalculate as per the applicable units slab. If difference is found, the amount may be adjusted and refunded to the consumer, if any.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recalculate the energy bill particularly of May-2012 of the Complainant Shri Ashish S. Rana and check if there is any slab-change and adjust the amount, if any, in the running energy bills. The Forum also directs the Madhya Gujarat Vij Co Limited to accept and register any complaint from the consumer and to resolve, if possible, at their level.

(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>