

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-III-75-2011.12
Complainant	Shree Bhagwati Plywood & Timber, Man Sarovar Timber Market, Kamla Road, Kamla 387 320 Post : Dabhan
Respondent	Shri G N Shah DE of MGVCL
Date of hearing	25.11.11

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 31.10.11 is for wrong energy bill.

Today on 25.11.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nayan Patel on behalf of complainant whereas Shri G N Shah DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Checking squad had visited the site on 7.9.11
2. During installation checking, Air conditioners load was found connected in existing connection of industrial tariff.
3. MGVCL had raised bills according to the applicable tariffs
4. The margin of tariff have been effected from 1.9.2011

The representative of the complainant contended that checking was done on 7.9.11 while new rules regarding merging of tariff have been in force from 1.9.11 so the bills should be raised according to new tariff applicable from 1.9.11.

The Respondent Shri GN Shah DE & Shri C A Prajapati Dy SA of MGVCL contended that the new tariffs applicability was not known to them as effective from 1.9.11 and hence bills have been raised according to old applicable tariffs.

In view of the above discussion, the Forum is of the opinion that the applicability of tariffs should be done as per new tariff schedule effective from for the period after 1.9.11 and period prior to that as per previous tariff.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to raise energy bills as per applicable tariff for respective period of applicability of equipment used and adjust the amount paid accordingly.

(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 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>