

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-II-47-2012.13
Complainant	Shri Pravin R Rohit at 225, Ramdevnagar 2, Sayajipark, Ajwa Road, Vadodara.
Respondent	Shri H P Sheth, Deputy Engineer Sardar estate s/dn of MGVCL
Date of hearing	12.10.2012 at Baroda City Circle, Vadodara.

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 4.9.2012 regarding high amount of bi-monthly energy bills.

Today on 12.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pravin R Rohit, was absent during hearing i.e. on 7.9.2012, 28.9.2012 & 12.10.2012 respectively whereas Shri H P Sheth, Deputy Engineer Sardar estate s/dn 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.16718 / 40151 / 0
2. The complainant has put general complaint about bi-monthly bills, high energy bill and payment dates not suitable to the consumers.

The complainant was called for 3 times but remained absent during hearings i.e. on 7.9.2012, 28.9.2012 & 12.10.2012 respectively.

The respondent contended that initially monthly bills were served but as per MGVCL Circular no. MGVCL/ACCT-1/Revenue/K-422 dated 30/12/2011, bimonthly billing has started with effect from January 2012. Looking to the consumption pattern of last 3 years, there is no significant change in the consumption pattern. In the case of bi-monthly bills, it will be naturally doubled so there is no base of complaint. He also informed that change in fuel price is being published in the newspapers. Other important details are printed at the back side of the every energy bill. The billing dates are uniform for the concern area and cannot be matched with the income source dates of the consumers. The energy meter was checked at the installation and was found o.k. However, if consumer wants to get it tested, he can do so by depositing testing fee and witness himself at the meter testing laboratory which is informed by the office vide letter dated 6/9/2012.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Consumption pattern of the complainant is almost same since last three years. There is no cause of concern in the complaint. The Forum is satisfied with the efforts put by the respondent's office to inform and resolve the grievance of the consumer.

ORDER

The Forum has observed that there is no undue excessive energy bill or any cause of it and hence the bills issued by MGVCL are in order.

(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>