

**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-III-62-2012.13
Complainant	Shri Rajnikant K Brahmbhatt at Pramukh Salami Niwas, Brahmn Faliya, Vadsar, Vadodara.
Respondent	Shri M S Thakor Deputy Engineer of Makarpurs s/dn of MGVCCL.
Date of hearing	12.10.2012 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, MGVCCL

The complaint dated 2.10.2012 regarding high energy bill.

Today on 12.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mayank (son of Rajnikant K Brahmbhatt), appeared on behalf of Rajnikant K Brahmbhatt himself, whereas Shri M S Thakor, Deputy Engineer of Makarpura s/dn 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.14215 / 00254 / 0 for 6.5 KW 3 phase power demand.
2. The complainant had applied on 13.9.2012 about verification of bill for the month of July Aug 2012 which is higher than his consumption.
3. The meter was replaced on 14.9.2012 and it is in tested in meter testing laboratory on 21.9.2012 witnessed by the consumer. No defect was found in the meter.

The complainant contended that energy bill for the month of July-August 2012 was found abnormally high and hence required for testing. The complainant had paid meter testing charges and meter was tested in meter laboratory and reported that it was o.k so requested the Forum to look into the matter as he is not convinced with such high energy bill.

The respondent contended that considering past consumption pattern of the connection, there is no abnormality noticed in average consumption in same period of past years and previous months. It is assumed there might be a reading mistake during the billing of May-June 2012 wherein consumption recorded is very less

amounting to Rs 640/- against the average billing of Rs. 2200/-. Considering the meter found correct in testing, it must be a reading mistake resulting in accumulation of units in next billing cycle.

The Forum Members present at the hearing considered contention of both the parties and perused the records and considered the contention made by respondent which is matching with the billing record submitted hence noted a mistake in taking reading in the month of May-June 2012 reflected in next month bill of July-Aug 2012.

In view of the above discussion, the Forum is of the opinion that Madhya Gujarat Vij Company Limited should bifurcate the total consumption of May to August 2012 and recalculate bills considering proper billing units slabs and issue revised energy bills for these two billing cycles.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate the units billed for the month of May-June 2012 and July August 2012 and recalculate the energy bill of these two billing cycle issue revised energy bills for these two billing cycles.

(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>