

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-60-2011.12
Complainant	M/s. Dave Cement Supplier, 4 Shreenathji Shopping Centre, Mogri Road, Anand.
Respondent	Shri G M Patel, DE of MGVCL
Date of hearing	7.10.11.

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 13.9.11 is for wrong energy bill.

Today on 7.10.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dave appeared on behalf of M/s. Dave Cement Supplier, whereas Shri G M Pate, DE 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.00/08/015505.
2. The complainant contractual load of 2 KW for his office quipped with Aircondition, Freeze, Fan and lighting.
3. The complainant received a bill of Rs.6713.30 for 1088 units in June 2011.
4. This was found very high compared to the average consumption even during summer days.

The representative of the complainant contended that his office was taken care by his employee and he was abroad. During June 011, the consumption of 1088 units is found on higher side and hence not justified.

The Respondent Shri G M Patel, contended that the bill prepared for May 2011, the office was found locked and hence bill for 120 units only was served. Hence, the additional units consumed during previous month are included in the bill of June 2011. This period was of summer. The meter was tested with accucheck machine and it was found OK.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Though the complainant has maximum load demand of 2 KW, the actual is exceeding the maximum demand. When

the owner was away from the country, there are chances of excessive use of cooling system particularly in summer. Moreover, the meter was tested with accucheck machine and it was found OK.

In view of the above discussion, the Forum is of the opinion that the bill issued to the complainant for May 2011 of 1088 units is in order. However, bifurcating the units for April and May 2011, the difference, if any, due to tariff slab change is there, the same shall be refunded to the complainant.

ORDER

The Forum unanimously concluded that the bill of May 2011 for 1088 units served is in order; however, this consumption is the cumulative effect of April 2011 and May 2011. Hence, the difference, if any, due to tariff slab change is there, the same shall be refunded to the complainant.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
Chairman

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>