

**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-68-2012.13
Complainant	Shri Rameshchandra D Patel "Pushpa Kunj" Behind Kabir Mandir, Baranpura, Vadodara.
Respondent	Shri Pritesh D Vyas, Junior Engineer Baranpura s/dn MGVCL.
Date of hearing	25.10.2012 at 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 8.10.2012 regarding objection against energy bill for the month of June July 2012.

On 25.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshchandra D Patel, appeared himself, whereas Shri Pritesh D Vyas, Junior Engineer Baranpura s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The complainant contended that during the period of high energy consumption i.e. June July 2012 he got consumption of 470 units which was high though he was away from house for a week.

The Respondent contended that the meter was tested in laboratory after payment of the meter testing fees. Meter was found OK in the lab testing in division lab.

The Forum Members present at the hearing considered contention of both the parties and perused the records that the previous months had low consumption of energy for which the complainant could not explain satisfactorily.

CGRF advised MGVCL to test the meter in Hi Tech Lab. The report No.NIL & date 06.11.2012 of Hi Tech Lab shows that meter is found OK. It indirectly reveals that

the reading of high consumption months is accumulated reading as earlier months have shown comparatively low consumption.

In view of the above discussion, the Forum is of the opinion that the excessive consumption of 470 units in the month of June July 2012 is a result of low readings of previous months so the energy bills of the months under reference are in order, keeping in view the reports of division lab and Hi Tech Lab (NABL).

ORDER

The Forum directs the complainant Shri Rameshchandra D Patel "Pushpa Kunj" Behind Kabir Mandir, Baranpura, Vadodara, that the energy bills of June July 2012 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>