

**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-69-2012.13
Complainant	Dr Miss Rani Jagtiyani, C/o Dr Rakesh J Shah, Superintendent Quarter, Mental Hospital, Karelibaug, Vadodara.
Respondent	Shri N.D. Rathwa, D.E. Karelibaug Sub-Division.
Date of hearing	25.10.2012

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 excess bill for the month of June-July 2012.

On 25.10.2012, the case of the Complainant Grievance was heard before the Consumer Grievance Redressal Forum wherein Dr Rakesh J Shah, appeared on behalf of Dr Miss Rani Jagtiyani, whereas Shri N.D Rathwa, DE Karelibaug Sub-division 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.1632200691/6.
2. Excess billing for the month of Jun-Jul 2012

The complainant contended that for the month of Jun-Jul 2012 they got excessive energy bill which is not as per installed appliances and the average consumption pattern.

The respondent contended that the meter was tested in division laboratory and reported found correct.

The forum members present at the hearing considered contention of both the parties and perused the records and noted the billing record as under:

Jun-Jul 2009	509+496=1005 Units
Jun-Jul 2010	750+593=1343 Units
Jun-Jul 2011	711+472=1183 Units
Jun-Jul 2012	2057 Units (Bi-monthly billing)

The consumption pattern of Jun-July period is higher compared to average consumption of about 300 units per month of a year.

In view of the above discussion, the Forum was of the opinion that considering the consumption pattern and MGVL Laboratory testing report, the consumption recorded correctly. However, to get further clearing the doubt about the meter, the Forum directed the MGVL to get the meter tested in Hi-Tech Laboratory (NABL). Accordingly, the meter was tested on 01-11-2012. Its report confirms the report of division laboratory that the meter is correct.

ORDER

The Forum directs the complainant that keeping in view of confirmation of correctness of the meter by Hi-Tech Laboratory (NABL), the energy recorded during Jun-July 2012 is 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>

