

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-IV-50-2009.10
Complainant	Smt Minaxiben J Upadhyay B-3, Toral Society, Refinery Road, Vadodara Con No.15303/00675/1
Respondent	DE Gorwa S/dn MGVCL
Date of hearing	17.02.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 05.01.2010 is directed against the unusually hefty electricity bill for the month of Oct-09.

Today on 17.02.2010, the case of the Complainant Grievance was taken up for hearing before Consumer Grievance Redressal Forum but neither the complainant nor the respondent were present as the complaint grievance was redressed before the hearing.

The facts of the case are that the regular monthly electricity bill of complainant for Oct-09 was unusually high for 819 units as compared to earlier monthly bills for about 25 units with bill amount varying between Rs.700/ to Rs.1000/. In response to the complaint made before the Gorwa S/dn office, a new meter was installed. The old meter was removed and tested in the lab on 30.11.09 and was found to be in order. MRI report was also taken and it was found that the meter defaulted and its reading jumped due to battery failure inside.

The complaint was resolved by working out the average consumption over the prior six months and issuing a revised electricity bill for 247 average units instead of 819 units for the month of Oct-2009. As the complaint was redressed prior to hearing neither the complainant nor the respondent appeared before the Forum with prior intimation and permission from the Forum convener.

The Forum Members present at the hearing considered the facts of the case and expressed satisfaction with the methodology and fairness adopted in settling the complaint. The Forum members appreciated the spirit of both the parties to settle the dispute amicably and accepted withdrawal of the case by the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to permit the complainant to withdraw the complaint as the dispute was resolved prior to the date of hearing.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(K M Dave)
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>