

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-50-2011.12
Complainant	Dr Rakesh T Majmudar, Shop No.2, Ashirvad Orthoped Hospital, OPP: Polo Ground, Vadodara
Respondent	Shri B S Prajapati, D E Dandiabazar, Vadodara.
Date of hearing	14.10.2011.

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

The complaint dated 19.8.2011 is for higher electricity charges for June 2011 bill.

Today on 14.10.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Dr Rakesh T Majmudar appeared himself whereas Shri B S Prajapati, D E Dandiabazar, Vadodara. 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.16136/00431/3
2. The complainant received the bill of July 2011 of Rs.8747.53 with consumption of 1254 units.
3. Meter was tested on 6.8.2011 in lab in presence of the consumer. It was found OK.
4. The meter was brought before the Forum for possibility of mechanical damage in transmission gears but the system was found OK.

The complainant contended that since Jan 2009, the average consumption has remained very low, but all of a sudden, the consumption jumped to 1254 units which very high and not justified.

The Respondent Shri B S Prajapati, DE of MGVCL contended that prior to meter replacement, the complainant had problem with motor of water pump. Ultimate, motor had burnt and was replaced. This might have increased the consumption due to damaged insulation of winding otherwise meter was not suspected for any fault.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The records did not reveal anything about the abnormal reading meter was quality meter and found OK. Forum personally checked the meter for any mechanical damage. Hence, only probable reason left and was burning of water pump motor just prior to meter replacement.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant is in order.

ORDER

The Forum unanimously concludes that the consumption of 1254 units during July 2011 and corresponding bill raised is found in order.

(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>