

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-III-86-2011.12
Complainant	Shri Hitesh Shastri Branch Manager of Oriental Bank of Commerce, G-1 & 2, Concorde Building, R C Dutt Road, Vadodara.
Respondent	Swati H Parikh D E Alkapuri s/dn of MGVCL
Date of hearing	02.12.2011

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Technical Member	Shri Y B Sukhadia, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 14.11.11 is for high electricity bill.

Today on 02.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Hitesh Shastri Branch Manager, appeared on behalf of Oriental Bank of Commerce, whereas Swati H Parikh D E Alkapuri s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The consumer has represented for ambiguity in billing amount of Oct 2011. The consumer wants to break up of the amount on the average consumption basis and check the applicability of tariff.

The Respondent Swati Parikh D E of Alkapuri of MGVCL represented that new tariff came into effect from 1.9.11 hence, upgradation of e-urja system and computerization has taken some time. Therefore, the bill days has increased by 10 days. Therefore, the bill amount of Oct 2011 is higher one.

In view of the above discussion, the Forum is of the opinion that the meter readers have not prepared energy bill within allowance of one or two days. Here, in this case, the bill has been prepared for 40 days which requires to

be bifurcated and applicable tariff slab should be considered for preparation of energy bill.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recalculate the energy bill considering the extended days and check for applicable tariff slab before issuing corrected bill for the month of Oct 2011 as put up by Branch Manager of Oriental Bank of Commerce, Concorde Building, R C Dutt Road, Vadodara. The surplus amount if any, should be adjusted in next bill of the complainant at the earliest in respect of .

(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 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>