

**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-IV-126-2011.12
Complainant	Shri Jayantibhai Dabhi / Shri Bhushan Antani on behalf of Shri Madhuraam Flats, D/1, Shri Madhuraam Flats, Near Chankyapuri Road, Sama, Vadodara.
Respondent	Shri H A Gandhi, D E of Sama s/dn of MGVCL
Date of hearing	30.03.2012

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 22.03.12 is for waiver of excess billing for the month of October 2011.

Today on 30.03.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bhushan Antani appeared on behalf of Shri Madhuraam Flats, whereas Shri H A Gandhi, D E of Sama s/dn 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.15631/00108/0.
2. The above consumer number is for the common services of Madhuraam Flats, Near Chankyapuri, Sama, Vadodara
3. For the month of October 2011, consumption was observed as 1355 units against the average consumption of 370 units.
4. Upon the complaint of resident, energy meter was replaced on 14.11.11 and sent for testing in lab on 16.11.11. The meter tested in lab and it was found OK

Complainant Shri Bhushan Antani contended that though the average reading of the common service meter is very low to the tune of 370 units, they have received bill mentioning consumption of 1355 units during October 2011. This is abnormally high and they do not find any reason for payment and requested Forum to consider and give justice.

Respondent Shri H A Gandhi contended that energy meter is tested in the lab and it is found OK so there is no question of refund in this matter.

The Forum Members present at the hearing considered contention of both the parties and perused the records from 2009 and found that average units' consumption per month during 2009 and 2010 was 480 units & 417 units respectively. The average consumption per month of year 2011 including 1355 units of October 2011 is 459 units.

In view of the above discussion, the Forum is of the opinion that as the energy meter is found OK in lab and looking to the average pattern of consumption, there are no sufficient reasons to establish that consumption under reference is objectionable. There may be some reasons which can increase energy consumption in particular period for the reasons known to the residents of the complex only. The bill raised by MGVCCL seems to be in order.

ORDER

The Forum directs the working committee of Madhuraam Flats that bill raised by Madhya Gujarat Vij Company Limited for the month of October 2011 is in order and payable by them.

(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>