

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-87-2011.12
Complainant	Shri S J Joshi officer of Dena Bank, Regional Office, 1 st floor, Poojer Complex, Subhanpura, Vadodara.
Respondent	Swati Parikh DE of Alkapuri s/dn 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 11.11.11 is for excessive increase the amount in the regular monthly energy bill.

Today on 02.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri S J Joshi Officer, appeared on behalf of Dena Bank, whereas Swati Parikh D E of Alkapuri s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The complainant has complained for rise in the electricity bill by 3 to 4 times than the previous bills. The consumer has purchased and installed 1.5 ton AC in the month of June 2011 hence, in subsequent month, the consumption had increased. From 1st Sept 2011, tariff is changed so that consumption and the billing amount of Sept and October will increase as contended by the respondent. It is apparent that rise in the billing amount is due to installation of A C and change in tariff from 1.9.11.

In view of the above discussion, the Forum is of the opinion that the energy bills are found in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited, to inform the complainant i.e. Dena Bank, Regional Office, 1st floor, Poojer Complex, Subhanpura, Vadodara about the reasons for rise in energy bills, which are found 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 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>