

**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-124-2011.12
Complainant	Shri Vitthalbhai R Parikh, Secretary, Shri Narayan Krupa Flat Owners' Association at Shri Narayan Krupa Flat, OPP: Kalyan Hall, Sama Road, Vadodara.
Respondent	Shri N D Pradhan Engineer of Sama s/dn of MGVCL.
Date of hearing	16.03.2012

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 2.3.12 is for waiver of excess billing for the month of Sept 2011.

Today on 16.03.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Vitthalbhai R Parikh, Secretary, Shri Narayan Krupa Flat Owners' Association, appeared, whereas Shri N D Pradhan Incharge 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.15625/03071/5
2. Madhya Gujarat Vij Company Limited has issued bill for the month of Sept 2011 for the 1352 units energy consumption.

The complainant of Shri Narayan Krupa Flat Owners' Association complained that energy meter reading of Sept 2011 is high compared to average energy consumption, it is exceptionally high may be due to its' defective meter. Though the meter is found OK in meter testing laboratory, we have doubt about this excessive consumption which normally should not happen and requested to the Forum to look into the matter.

The Respondent Shri N D Pradhan Engineer of MGVCCL contended that energy meter was found OK in lab then they can not consider the request of the complainant and hence they have to pay bill as per the billing amount.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum members have gone through the documents and recorded energy consumption as under :

Year 2007	Average consumption : 135 unit / month
Year 2008	Average consumption : 166 unit / month
Year 2009	Average consumption : 132 unit / month
Year 2010	Average consumption : 243 unit / month
	NB: Energy consumption increased from February billed in March 2010. Average of March to June 2010 comes to 264 units / month. The consumer had made complain and meter was changed in July 2010. The average consumption in new meter from July 2010 to Dec 2010 is 252 units /month
Year 2011	(Jan-2011 to June 2011) = 351 units / month. Again the consumer has made complain and the meter replaced in June 2011. Thereafter, the consumption position is as under: July 2011 ----- 259 units. Aug 2011 ----- 205 units Sept 2011 ----- 1059 units Revised to 143 units by concerned office. Oct 2011 ----- 1352 units Again upon complaint from consumer, the meter replaced on 25.10.2011. Nov 2011 ----- 346 units Dec 2011 ----- meter shown faulty. Average of 5 months from July 11 ----- 461 units The faulty meter replaced on 22.12.2011.

In view of the above discussion, the Forum is of the opinion that there may be variation in the consumption month-wise but average consumption during the year remains in the same range and hence bill issued is in order and payable by complainant Shri Narayan Krupa Flat Owners' Association, Vadodara. The energy

bill for the month of Sept 2011 was for 1059 units which was revised to 143 units by the concerned field office. There will be change in calculations considering above, based on the average energy consumption for the subsequent bills issued, which have not been corrected.

ORDER

The Forum directs the working committee of Shri Narayan Krupa Flat Owners' Association, Vadodara, that bill issued for the month of Sept 11 is in order and hence becomes payable by complainant Shri Narayan Krupa Flat Owners' Association, Vadodara. However, MGVL is directed to make corrections in the average bill for the subsequent months' bills.

(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>