

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACE COURSE, VADODARA - 390 007**

Subject	Consumer Grievances Complaint No.MG-III-101-2011-12 dtd. 11-12-2011
Complainant	Shri Rameshkumar N. Pagi, Shukal Pole, Sihorima Krupa, 2 Meter, Vill. Matar, Tal. Matar, Dist. Kheda.
Respondent	Shri C.D. Patel, Deputy Engineer (O&M), Shri A.M. Atodaria, Dy. Supdt. Accounts (Rev.), MGVCL, Kheda Sub-Division
Date of hearing	06-01-2012

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

The complaint dated 11-12-2011 is for wrong energy bill for the months of Oct./Nov.-2011.

Today on 06-01-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshkumar N. Pagi was absent, whereas Shri C.D. Patel, Deputy Engineer, Kheda (O&M) Sub-Division, appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No. 01559/05254/6.
2. The Complainant has regularly been paying the Energy Bills. During Aug./Sept.-2011, he had paid Rs. 640/- against the consumption of 180 units. He received the bill for the consumption of 330 units for the months of Oct./Nov.-2011, for which Rs. 1,736-84 was to be paid to MGVCL. MGVCL had issued bill of Rs. 1,131-50 by deducting Rs. 606-34 after payment of Rs. 640/-. The Tariff Policy has changed from 01-09-2011. The electricity bill of Oct./Nov.-2011 for 330 units i.e. Rs. 1,130-50 (Rs. 1,736-84 – Rs. 606-34) is paid in time by the Complainant with objection. According to him, only 150 units should be during Oct./Nov.-2011. The Complainant also complained for the bill with abnormally high amount. Only Rs. 606-34 was adjusted in Oct/Nov.-2011 bill, whereas he paid Rs. 640/- against the bill of Aug./Sept.-2011. He should be given the bill for Oct./Nov.-2011 for only 150 units.

The Respondent Shri C.D. Patel, Deputy Engineer and Shri A.M. Atodaria, Dy. Supdt. Accounts (Rev.), MGVCCL, Kheda Sub-Division contended that they have recalculated for confirmation of original tariff for the month of Aug.-2011 and as per the new tariff for the month of Sept.-2011.

In view of the above discussion, the Forum is of the opinion that the bill of Aug./Sept.-2011 is to be calculated as per the original tariff for the month of Aug.-2011 and as per the revised tariff for the month of Sept.-11. MGVCCL has to correct the error and refund the excess amount. Therefore, the Complainant Shri Rameshkumar N. Pagi should be refunded Rs. 156.88.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to refund the amount of Rs. 156.88 to Shri Rameshkumar N. Pagi, Sukal Pole, Sihorima Krupa, 2 Meter, Village Matar, Tal. Matar, Dist. Kheda.

(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>