

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-II-34-2011.12
Complainant	Sunita A Amin at 401, Anand Kiran Apartment, Manisha Chowkdi, Manisha Chowkdi, Old Padra Road, Vadodara.
Respondent	Ms P T Dias DE of Vasna s/dn MGVCL
Date of hearing	05.08.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 19.7.11 is for faulty meter.

Today on 5.8.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Arunbhai Amin, appeared on behalf of Sunita A Amin, whereas Ms P T Dias, DE of Vasna 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. Sunita A Amin staying at 401, Anand Kiran Apartment, Manisha Chawkdi, Old Padra Road, Vadodara, having consumer No.15701/2 and meter No.986420
2. The complainant has submitted monthly energy consumption of March 2010 to June 2010 and corresponding months of year 2011
3. Corresponding months of Apr to June 2011 have shown increased consumption.

The representative of the complainant Shri Arunbhai Amin contended that due to increased energy consumption in Apr, May & June 2011, he requested to check the meter in lab to ensure whether it is faulty or not? Meter was tested in the MGVCL's lab in presence of the consumer and it was found OK.

The Respondent Ms P T Dias, of DE Vasna s/dn of MGVCL contended that the meter was tested in MGVCL's lab in presence of the consumer / representative and it was found OK which was accepted by the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Compared to Apr, May & June 2010, the energy consumption of corresponding months of year 2011, is found on higher side. Meter is found OK in lab testing so apparently nothing abnormal is found.

In view of the above discussion, the Forum is of the opinion that increased energy consumption of Apr, May & June 2011 cannot be attributed to meter accuracy as the meter had been tested in Lab and found OK. The increase in consumption could be due to higher usage or deteriorated efficiency of the appliances etc. The consumer is advised to check internal house wiring network and assess efficiency / usage of appliances.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to keep watch on energy consumption pattern and also directs the consumer to check the appliances and electrical net work of the house, to find out the root cause of increased energy consumption.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

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>