

**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-II-38-2012.13
Complainant	Shri Chandrakant D Darji, Kadamni Chal, Near Police Ground, Pratapnagar, Vadodara.
Respondent	Shri N S Shah, Deputy Engineer, Lalbaug s/dn of MGVCL.
Date of hearing	01.09.2012 at Corporate Office, Vadodara.

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 8.8.2012 regarding high energy bill.

Today on 01.09.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Devendra Chandrakant Darji, appeared on behalf of complainant Shri Chandrakant D Darji, (son of Chandrakant D Darji) whereas Shri N S Shah Deputy Engineer, Lalbaug 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.14121/00296/1
2. Reported load connection is 2 Fans, 2 Televisions, 2 Tubelights, 6 Bulbs, totaling 710 watts.
3. Two families are residing in the said premises.
4. The complainant in his application has mentioned that though there are no high energy consuming appliances in his house, the bill received in the month of July 2012 (bi-monthly bill for May-June 2012) of 667 units. As per his statement, energy consumption is between 100 units to 200 units per month only.

The complainant contended that though meter was replaced and tested in the lab, it was found OK but still the energy consumption is found excessive without any use of high energy consuming appliances in his house.

The Respondent contended that complainant's meter was replaced and tested twice in the meter testing laboratory and both times it was found OK. As per his statement, single phase connected load is 710 watts and consumption pattern is found

consistent throughout the year. The average energy consumption is 196 units / month. Last two billing cycle consumption 160 units + 667 units = 827 units for four months (bi-monthly billing i.e. about 205 units / month or say 6.5 units per day). In last 54 days, consumption is 389 units means 7.2 units per day which is more or less as per the past energy consumption records. Bi-monthly billing is implemented from January 2012.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that average consumption is matching with the past consumption pattern and there is no fault in the meter, the recording of the consumption is correct.

In view of the above discussion, the Forum has advised the consumer to reduce the consumption by way of economical use of energy and use of energy saving electric equipments if he so desires.

ORDER

The Forum has observed that energy bills given by MGVL to Shri Chandrakant D Darji, Vadodara, are 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 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>