

**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-32-2012.13
Complainant	Jyotsnaben Babubhai Shah at 11, Hirabanagar, Bapod, Vadodara.
Respondent	Shri K C Shah, Deputy Engineer, Indrapuri s/dn of MGVCL Vadodara.
Date of hearing	03.08.2012 at 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 24.7.2012 regarding high energy bill.

Today on 03.08.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Jyotsnaben Babubhai Shah appeared herself whereas Shri K C Shah Deputy Engineer of Indrapuri 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. 16676 / 09407 / 0
2. MGVCL has issued light bill of two months i.e. for the month of May-June 2012 of Rs.6910/-.
3. The house is of One room Kitchen and major appliance is only refrigerator.
4. The meter is replaced on 1.8.2012. The lab report is awaited.

The complainant contended that their house is one room kitchen having one refrigerator. The bill issued by MGVCL of Rs.6910/ is exorbitantly high. The meter is replaced on 1.8.2012.

The Respondent Shri K C Shah Deputy Engineer of Indrapuri s/dn of MGVCL contended that the meter was tested in situ with all appliances switched off and it was observed running. Hence, it was replaced on 1.8.2012. The erratic behaviour of meter is suspected.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is a doubt about jumping of

meter during last billing period months in which exorbitant energy bill has been issued.

In view of the above discussion, the Forum is of the opinion that the consumer should pay average bill as a stop gap arrangement and wait for the lab report.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take corrective actions for bifurcation of bill on the basis of averaging out past bills for the particular months of May-June 2012. In the meantime, disconnection of vij supply should not be initiated. The compliance report based on the laboratory report should be sent to Forum within fifteen days.

(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>