

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-36-2011.12
Complainant	Shri Pankaj R Sanghvi, Ojas-2, Shaktipark Society, 1 st floor, Alkapuri, Vadodara
Respondent	Shri N D Pradhan DE 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 25.7.11 is for excessive consumption.

Today on 5.8.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pankaj R Sanghvi, appeared himself, whereas Shri N D Pradhan, DE of MGVCL 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 staying at Ojas-2, Shaktipark Society, 1st floor, Alkapuri, Vadodara, has consumer No.15113/01320/0
2. The average energy consumption during the period from June 10 to Apr-11, was 551 units but during May 11, it was recorded as 3367 units and during June-11, it was recorded as 926 units.
3. As per the complainant, this is abnormal reading compared to earlier one.
4. Upon request of complainant, the meter was tested in MGVCL's lab on 19.7.11 in presence of the consumer and it was found OK.

The complainant Shri Pankaj Sanghvi contended that since last three years, they are using the same home appliance and consumption pattern has also not changed hence 3367 units recorded in the May 2011 is abnormally high. We are not convinced by OK report of meter in MGVCL's lab as consumption of 3367 units in May 2011 is much higher than our average consumption.

The Respondent Shri N D Pradhan, DE of MGVCL contended that meter is found OK in MGVCL's lab and no other apparent reason could be found for higher consumption than the actual use.

The Forum Members present at the hearing considered contention of both the parties and perused the records. On scrutiny of the print out of the MRI data, the Forum noticed the continuous consumption of approximately 2 KW load during day time during May 2011. It was further noticed from MRI load survey data that appx 4 to 6 KW load was constantly being used every day from 9.10 PM to 4.5 AM. The observation was also substantiated by the honest confession of complainant that they were using 3 nos of A/C machines during the relevant period as they had guests. However, the continuous usage of @ 2 to 3 KW during day hours was out of his knowledge and further conceded to investigate at his level. Thus, the MRI data implied that the higher recording of energy is due to actual higher usage / consumption only

In view of the above discussion, the Forum is of the opinion that the complainant with the help of MGVL's staff should check the effective load when different home appliances are in use to establish the reason for increased energy consumption. Of-course, the environmental hot condition during May 2011 and number of guests, their stay period, running hours of Air conditioning machine etc required to be kept in view.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to help and guide the consumer to pin-point the probable cause / causes of excess energy consumption. The Forum also directs the complainant to find out the reason of 2 to 3 KW continuous energy consumption during day time, which has probably contributed to excessive 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>