

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. Complain No.MG-III-106-2011.12
Complainant	Shri Rajendra Barve at C 75, Akshardham Duplex Near Subodhnagar, Manjalpur, Vadodara
Respondent	Shri N A Shah D E of Lalbaug s/dn of MGVCL
Date of hearing	12.01.2012

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 10.12.2011 regarding clarification on energy bill for the month of November 2011.

Today on 12.01.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajendra Barve, on behalf of Mrs Rekhaben Barve, whereas Shri N A Shah D E of 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.14105/08890/4.
2. As per complainant, she had paid Rs.835.00 against Rs.833.74 for energy bill or the month of Sept 2011.
3. As per complainant, she had paid Rs.1016.20 against Rs.1046.62 for the energy bill for the month of Oct 2011.
4. As per complainant, she had paid Rs.724.72 against Rs.778.54 for the energy bill for the month of Nov 2011.
5. The complainant had approached s/dn office for getting split up details. The s/dn had given the break up details as under:

For Sept 2011 bill:

The billing amount was Rs.840.75 with credit of Rs.6.97 hence the payable amount was Rs.833.74 as per the energy bill. As per revised tariff, the actual billing amount was Rs.871.13 against bill amount of Rs.840.71 hence Rs.30.42 was to be paid more considering the paid amount of Rs.835/- the credit amount of Rs.1.26 hence net payable was Rs.29.16.

For Oct 2011 bill:

Similarly, as per new tariff, the billing amount was Rs.1017.46 with due amount of Rs.29.16 making payable amount of Rs.1046.62.

For Nov 2011 bill

The energy bill of Nov 2011 was Rs.724.72, considering arrears of Rs.53.82, the payable amount was Rs.778.54.

The representative of the complainant Shri Rajendra Barve contended that MGVCCL is raising energy bill of particular month, MGVCCL cannot claim for arrears and hence the raised bill should be considered as full and final bill for that particular month against the actual energy consumed during that particular month.

The Respondent Shri N A Shah D E Lalbaug s/dn of MGVCCL contended that the complainant had approached their office to get tariff clarification of the arrears asked by MGVCCL in their monthly energy bill, he was given complete split up details of energy bills of Sept, Oct and November 2011.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The split up details given by the respondent of MGVCCL are self-explanatory. Referring Consumer Grievances Redressal Forum earlier order No.MGVCCL:Regu:Forum:FO:12 dated 8.7.11 issued to the same complainant it has exhaustively cleared to the complainant about the system for FPPPA charges and its recovery from the consumer. The relative contents are reproduced from earlier order as below

“The Electricity Act, 2003 Section 61, 62 Part-VII shows tariff regulations and tariff determination, Section 29 of Electricity Regulatory Commission Act 1998 shows the determination of tariff by State Commission. In exercise of powers vested under the Gujarat Electricity Industry (Reorganization & Regulation) Act 2003 and The Electricity Act, 2003, the Gujarat Electricity Regulatory Commission has passed order No.252 of 2004 and accordingly the circular issued by MGVCCL in terms of GERC’s tariff orders, is in order. MGVCCL and all other DISCOMs are recovering difference of fuel cost from all categories of consumers in terms of tariff order of GERC. It is variable and hence it is declared as per GERC approved formula for every quarter & adjusted in consumer’s bill”.

In view of the above discussion, the Forum is of the opinion that (1) henceforth the original consumer should submit application to Consumer Grievances Redressal Forum if he / she has problem related with the working strategy and system of MGVCCL, (2) If the original consumer is not

able to attend the hearing of Consumer Grievances Redressal Forum he / she should send the representative with authority letter, (3) After getting split up details of energy bills, the complainant had no reason to argue about the billing amount.

ORDER

The Forum observes that the earlier order No.MGVCL:Regu:Forum:FO:12 dated 8.7.2011 issued to the same complainant i.e. Mrs Rekhaben Barve, is in order. MGVCL should give the supplementary details of the arrears in the energy bills of all consumers.

(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 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>