

**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-56-2011.12
Complainant	Dr M A Shaikh at village Mora, Tal: Morva (Hada) Dist : Panchmahals
Respondent	Shri N K Valvai, Executive Engineer and Shri N D Valvai Dy Supdt (A/cs) of Santrampur division of MGVL Godhra.
Date of hearing	21.09.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVL

The complaint dated 21/09/2012 regarding wrong bill for the month of June-July 2012.

Today on 21/09/2012, the case of the Complainant Grievance was heard before Consumer Grievance Forum wherein, Shri Dharmendra K Patel tenant of Dr M A Shaikh, appeared on behalf of complainant whereas Shri N K Valvai, Executive Engineer and Shri N D Valvai Dy Supdt (A/Cs) of Santrampur division appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

The brief details of the case are:

1. The complainant has consumer No: 09720 / 00096 / 9.
2. MGVL has issued bill of Rs 193.83 for the month of Jun-Jul 2012.

The representative of the complainant contended that the bill issued for the month of Jun-Jul'12 should be Rs 123.49 only as per bill calculation. He has paid the bill on 04/09/2012 but later on he came to know about the excess amount paid and hence he has submitted application for refund.

The respondent contended that it is a meter reader mistake while preparing the bill in which he has not entered the figure against the 'Minimum Charge' of Rs 70.00' whereas he has counted same figure in TOTAL. Therefore, the billed amount for the month of Jun-Jul 2012 is in order.

The forum member present at the hearing considered contention of both the parties and perused the records and found that there is a mistake of the meter reader in entry of 'Minimum Charge'. Present tariff applicable to the consumer is NRG and contracted load is 0.5 KW. As per this tariff, 'Minimum Charge' will be applicable if

charges are less than 'Minimum Charge' as per tariff order effective from September 2011 and its subsequent amendment from per KW to multiple of 0.5 KW.

Detail calculation of the bill is as under:

Sr.No. as per Bill Amount (Rs)

(1) Fixed Charge	30.00	(Bimonthly Rs 2 x 30 x 0.5 = 30.00)
(2) Energy Charge	40.00	(Bimonthly consumption = 10 units)
(3) Minimum Charge	70.00	[Bimonthly (2x140x0.5)–(Fixed & Energy charge)]
(5) Fuel Charge	13.06	(as per current rate)
(6) Elect Duty	20.77	(as per current rate)
(7) Meter Charge	20.00	(Bimonthly 2 x 10)

TOTAL 193.83

In view of the above discussion, the Forum is of the opinion that the bill issued by the MGVCCL for the month of Jun-Jul 2012 is as per the present tariff norms.

ORDER

The bill issued for the month of June-July 2012 to the consumer Dr M. A. Shaikh, at village Mora, Ta: Morva (Hada) Dist: Panchmahal is 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>