

**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-I-4-2012.13
Complainant	Shri Hiren K Sheth at B 38, Amar Park, VIP Road, Karelibaug, Vadodara
Respondent	Shri S M Patel Junior Engineer of Karelibaug s/dn MGVCL.
Date of hearing	04.05.2012 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 19.04.2012 regarding higher billing for the month of Jan-Feb 12.

Today on 4.5.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kanchanbhai Sheth, appeared on behalf of Shri Hiren K Sheth, whereas Shri S M Patel, Junior Engineer of Karelibaug 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 No1637 / 00048 / 0
2. The complainant received a bill of Rs.9928.97 with the energy consumption of 1451 units for the month of Jan-Feb 2012.
3. The complainant had doubt of faulty meter and asked for replacement with new meter which was installed on 22.3.2012
4. Meter Make of L&G Electro meter type.

The complainant contended that the first floor construction was taken up during March to Sept 2011 and house owner had shifted to other place. This is first time they had such an excessive energy consumption and requested forum to check and advise accordingly.

The respondent contended that looking to the Jan-Feb energy consumption of last year, it is slightly on higher side which may be due to appliances being used and additional load due to construction of first floor. Meter was tested in lab in the presence of the consumer is also found OK.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that the additional load consumption may be due to additional power required for the newly constructed first floor. The meter is also found OK during lab testing. Hence, there is no scope of reconsideration of energy bill.

In view of the above discussion, the Forum is of the opinion that bill raised by Madhya Gujarat Vij Company Limited seems to be in order.

ORDER

The Forum directs the complainant Shri Kanchanbhai Sheth (on behalf of Shri Hiren K Sheth) that the bill issued by Madhya Gujarat Vij Company Limited on 15.03.2012 for the month of Jan-Feb 2012 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>