

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-III-70-2011.12
Complainant	Shri M R Chainani, 301, Anand House Phase II OPP: EME Stadium, Fatehganj, Vadodara
Respondent	Shri B J Desai Deputy Engineer of MGVCL
Date of hearing	4.11.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 15.10.11 is for payment of energy bill of non-display period.

Today on 4.11.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri M R Chainani appeared himself whereas Shri B J Desai, Deputy Engineer 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.15221/00737/1
- (2) The complainant had installed new Air-condition & commissioned on 8.6.2010.
- (3) Meter was found burnt and replaced on 27.7.10.
- (4) Meter readings were taken on 12.7.2010 and on 14.8.2010.
- (5) For 16 days (12.7.10 to 27.7.10), there was no display of energy consumption due to its burnt condition.

The complainant contended that as he had installed new Air condition prior to no display period, Rs.2513.16 asked by MGVCL is excessive. The calculations should be done on the average base of less consumption pattern after new Air condition installation and that should be charged.

The Respondent Shri B J Desai, D E of MGVCL contended that last reading was taken on 12.7.10. Meter was replaced on 27.7.10. The consumption of these 16 days was calculated on monthly average consumption of 640 units. Accordingly, the due amount is calculated.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

- The calculation were made on the consumption pattern after new Air-condition installation only. Hence, high consumption pattern prior to new Air-condition installation is not considered for calculations.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant is in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.2513.16 from the complainant.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
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>