

**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-6-2012.13
Complainant	Shri Pratik K Thakkar at B-52, Ghanshyam Park, OPP: Essar Petrol Pump, Sangam Warsiya Ring Road, Vadodara 390 006
Respondent	Shri H P Sheth Deputy Engineer of Sardar Estate s/dn of 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 27.4.12 is for high billing amount for the month of Jan-Feb 2012.

Today on 4.5.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pratik K Thakkar, appeared himself, whereas Shri H P Sheth Deputy Engineer of Sardar Estate 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.16708 / 20462 / 2.
2. The meter has been replaced by digital meter. MGVCL has started to give bi-monthly energy bills from Jan-Feb 2012.
3. The complainant had received a bill of July 2011 of Rs.423/, for Aug 2011 of Rs.481, Sept 2011 of Rs.376 but in October 2011 received a bill of Rs.1154/-.
4. For Jan-Feb 2012, received a bill of Rs.2325.58. He had consumed 396 units during these months.

The complainant contended that new meter installed by MGVCL is digital and records abnormally high energy consumption. He has submitted data of billing amount and units consumption, based on that he has doubt that meter is faulty and should be replaced by MGVCL and refund if found faulty.

Respondent contended that the digital meter is highly accurate meter and recording even fractional energy consumption. The complaint for higher billing amount in the bill is due to increase in fuel cost charges.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The energy consumption pattern of corresponding months and billing period does not show any irregularity either in billing or energy consumption. The first bi-monthly cycle was late by seven days and hence there is some higher recording in energy consumption which is likely to recoup in the next billing cycle of lesser days. However, if the consumer further wants to get meter tested in the laboratory, he has to give application and testing fees to the Sub-Division and the Sub-Division will arrange testing in the presence of the consumer.

In view of the above discussion, the Forum is of the opinion that the energy bill of Jan.-Feb. 2012 issued by Madhya Gujarat Vij Company Limited is in order.

ORDER

Energy bill issued by Madhya Gujarat Vij Company Limited for the month of Jan-Feb 2012 to complainant Shri Pratik K Thakkar at B-52, Ghanshyam Park, OPP: Essar Petrol Pump, Sangam Warsiya Ring Road, Vadodara 390006, consumer No.16708 / 20462 / 2, 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>