

**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-22-2012.13
Complainant	Shri Ramchandra Ishwarlal Thakkar at village Dali, Tal: Borsad, Dist. Anand.
Respondent	Shri M U Solanki, Deputy Engineer, Ras s/dn of MGVCL.
Date of hearing	06.07.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 07.06.2012 regarding objection against energy bill.

Today on 06.07.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ramchandra I Thakkar, appeared himself, whereas Shri M U Solanki, Deputy Engineer, Ras 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.17212 / 00239 / 9.
2. The complainant has flour mill which had originally single phase connection which was converted later on with 5 HP 3 Phase supply.
3. On 6.12.2011, single phase supply was done PDC under LT merging of single phase and 3 phase industrial connection.

The complainant Shri Ramchandra I Thakkar contended that he is getting high energy bill since new tariff plan made effective by MGVCL.

The respondent Shri M U Solanki, at Ras s/dn contended that though initially single phase meter was taken out by MGVCL, was refitted after period of about three months without any request from the consumer. This was done as per instruction of Competent Authorities of MGVCL.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that it happened due to procedure of merging of connection in revised tariff which is not applicable in this case. However, the accumulated bill of about three months was served to the consumer for single phase connection which was not existing at all as it was removed during that period. The single phase meter was not to be disconnected under LT merging of single and three phase industrial connection in

this case. Hence, excess amount collected by MGVCL becomes refundable to the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to consider the billing amount for the period in question and refund to the complainant Shri Ramchandra I Thakkar at village Ras, Tal: Borsad, Dist: Anand.

(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>