

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 2<sup>ND</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                                     |
|-----------------|---------------------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-108-2011.12                                                               |
| Complainant     | Shri Madhukar Ramchandra Upasni at 3 <sup>rd</sup> floor,<br>Panekar building Chokhandi, Kansara Pole,<br>Vadodara. |
| Respondent      | Alpa Sheth DE and Shri G J Patel Dy SA from<br>MGVCL Vadodara.                                                      |
| Date of hearing | 21.01.2012                                                                                                          |

| 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 NIL (recd on 7.01.2012) is for refund of energy bill.

Today on 21.01.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Madhukar Ramchandra Upasni, appeared himself whereas Alpa Sheth DE and Shri G J Patel Dy SA Vadodara 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.14405 / 00184 / 7.
2. The complainant had been issued monthly energy bills with some arrears due to increase in fuel cost and revised tariff.

The complainant contended that when he is paying full energy bill of particular month as raised by MGVCL, still he gets arrears of some amount. The arrears details are not given in the energy bills and hence, he asked MGVCL under which law / rules, MGVCL has asked such arrears.

The Respondent Alpa Sheth DE MGVCL contended that the arrears are mainly due to increase in fuel cost and revised tariff policy. Unfortunately, the details are not given in the energy bills and hence submitted calculations of arrears pertaining to the complainant for the months July to December 2011 with split up details.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The calculation submitted by the concerned Deputy Engineer and Dy SA are found in order.

In view of the above discussion, the Forum is of the opinion that about the system for FPPA charges and its recovery from the consumer. The relative contents are reproduced from earlier order as below :

“The Electricity Act, 2003 Section 61, 62 Part-VII shows tariff regulations and tariff determination, Section 29 of Electricity Regulatory Commission Act 1998 shows the determination of tariff by State Commission. In exercise of powers vested under the Gujarat Electricity Industry (Reorganization & Regulation) Act 2003 and The Electricity Act, 2003, the Gujarat Electricity Regulatory Commission has passed order No.252 of 2004 and accordingly the circular issued by MGVL in terms of GERC’s tariff orders, is in order. MGVL and all other DISCOMs are recovering difference of fuel cost from all categories of consumers in terms of tariff order of GERC. It is variable and hence it is declared as per GERC approved formula for every quarter & adjusted in consumer’s bill”.

## **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to give details of past recovery / dues mentioned in the electricity bills for which the complainant has complained. It is also directed that MGVL to device a system to give such details to all consumers so that such type of common grievances can be avoided.

**(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/Consumer%20Grievances/Procedure/Procedure.pdf>