

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-67-2011.12
Complainant	Shri Ravindra K Sharma, D 4, Sakar-II Appartment Behind Krishna Park Society, Ajwa Waghodia Road, Vadodara 390 019
Respondent	Shri K C Shah DE 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 8.10.11 is for excess bill for the month of August 2011.

Today on 4.11.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ravindra K Sharma, appeared himself whereas Shri K C Shah DE 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.16676 / 04548 / 6
- (2) Complainant received bill of Aug 2011 of Rs.8747.72
- (3) Sakar complex has 70 – 80 flats.
- (4) During May 2011, a team of electricians checked the wiring network and relaid the wiring of all meters. Wiring of the meter of the complainant was also changed.
- (5) Since then, meter reading has increased compared to earlier readings.

The complainant contended that after rewiring of the meter, the meter reading has increased may be due to (a) insulation damage, (b) some error in the wiring and (c) earth leakage. It is requested to check all prints and diagnose the fault.

The Respondent Shri K C Shah, DE of MGVCL contended that they have done checking but no fault is detected.

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

- The meter reading of Aug 2011 shows monthly consumption of 1373 units which excessively high compared to the monthly readings since Jan 2008. It leaves some doubt of fault somewhere in the network.

In view of the above discussion, the Forum is of the opinion that the concerned DE should check all parameters for fault finding and find out the solution if fault is traced out.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to help the consumer by checking all parameters which may contribute to higher energy consumption and if fault is traced out, it should find out the solution.

(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>