

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-I-14-2011.12
Complainant	Mrudulaben A Kothari at 18, Anandnagar Society, Productivity Road, Vadodara 390 007
Respondent	Shri N D Pradhan DE of MGVCL.
Date of hearing	23.06.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 14.06.2011 is for checking of meter.

Today on 23.06.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Mrudulaben A Kothari appeared herself, whereas Shri N D Pradhan DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. Mrudulaben A Kothari is having consumer No.15113/01225/4 at her residence 18, Anandnagar Society, Productivity Road, Vadodara 390007.
2. She is of the opinion that she is getting excessive bills since last two months.
3. She has requested to check the meter.

The complainant Mrudulaben A Kothari contended that inspite of less utilization of electric appliances and less members in the family, she is getting excessive electric bills since last two months. She has also requested to check the meter.

The Respondent Shri N D Pradhan, DE of MGVCL contended that as the complainant has directly approached the Forum, he was not aware of the complaint and could not do the necessary work. He showed the electricity consumption of the complainant of last three years.

The Forum Members present at the hearing considered contention of both the parties and perused the records. From the consumption of last three years, it seemed to be more or less of same pattern of consumption of units in the corresponding months. However, it was advised to the complainant to

apply for meter checking with payment of necessary charges. Further work shall be coordinated by Shri N D Pradhan DE of MGVL.

In view of the above discussion, the Forum advised the complainant to contact DE Shri N D Pradhan to complete the formalities of meter checking, get MRI data in presence of the complainant / her representative.

ORDER

The Forum directs the complainant to contact Deputy Engineer Shri N D Pradhan to get the meter checked after completing necessary formalities. Also, directs MGVL to check the bill of particular month in which delayed meter reading is taken to ensure that there is no slab change. If it is, the difference of excessive bill amount due to slab change shall be credited to the complainant in the next running bill.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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>