

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-II-42-2011.12
Complainant	Shri Laxman Niwas Co.op. Housing Society Limited at B -11, Krishna Talkies, Vadodara.
Respondent	Shri C R Sudani, JE Dandiya Bazar s/dn of MGVCL Vadodara
Date of hearing	09.09.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 25.7.11 is for high energy bill.

Today on 09.09.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jagdish Godia, appeared on behalf of Shri Laxman Niwas Co.op Housing Society Limited whereas Shri C R Sudhani, JE of Dandiya Bazar s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case:

1. The complainant has consumer No.16143/00016/6
2. They have 3 pump motor sets for water supply for their four storeyed building.
3. They have one lift of four persons capacity.
4. They have stair case lighting.
5. Thirty families are staying in this building
6. During May 2011, common energy bill was Rs.11,939/ and during June 2011 common energy bill was Rs.13188.53.

The representative of the complainant Shri Jagdish Godia, contended that since last five years, the units consumption has gradually, increased. It is especially peak during May and June 2011. The adjoining similar complex of identical type has comparative less units consumption. He requested to (1) change the main meter and (2) put separate meter for lift to remove the doubt of faulty meter and high units' consumption in lift usage.

The Respondent Shri C R Sudani, JE of MGVCL contended that the units consumption is found with gradual rise. Abrupt rise is not observed;

however, if consumer insists to change the meter, MGVCL will do so after completing formalities.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Major electricity is consumed in three pump motor sets and lift. Hence, possibility of faulty meter cannot be ruled out if three pump motor sets and lift are in normal operative conditions and are operated for same time as before possibility of faulty meter and to satisfy the consumer, it is necessary to send meter to the lab and replace it.

In view of the above discussion, the Forum is of the opinion that to satisfy the consumer, the existing meter to be sent to lab for testing and observes the energy consumption with other meter. If still energy consumption is on higher side as in recent past, the consumer has to check the appliances and other net work including energy consumption pattern.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to replace the energy meter and send the existing meter to lab for testing after completing all formalities and directs the consumer to observe the energy consumption with replaced meter. If required, the consumer may consult MGVCL to use clip on meter for checking energy consumption by lift and three pump motors sets separately.

(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>