

**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-III-39-2010.11                                              |
| Complainant     | Shri Pradip Joshi Principal & Shri Dineshbhai Shah<br>Accountant of Mahila Mahavidhyalaya, Vadodara |
| Respondent      | Shri Kaushik JE of Akota S/Dn. Of MGVCL                                                             |
| Date of hearing | 26.11.2010                                                                                          |

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

The complaint dated 12/11/2010 is directed against the faulty meter.

Today on 26/11/2010, the case of the complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pradip Joshi Principal and Shri Dineshbhai Shah Accountant, appeared on behalf of M/s. Mahila Mahavidhyalaya, Vadodara, whereas Shri Kaushik, JE of Akota S/Dn. Appeared as respondent of behalf of MGVCL before the Forum. Both the parties were heard.

The details of the case are:

- 1 Mahila Mahavidhyalaya locating at Behind Akota Municipal Stadium, Old Padra Road, Vadodara has 3 Phase Consumer connection No.15528/03537/6.
- 2 Meter Reader informed the consumer on 12/10/2010 that meter was faulty.
- 3 The complainant was billed dated 12.10.2010 and 11.11.2010 on average basis as the meter was faulty.
- 4 The complainant lodged a complaint on 12.11.2010 about the replacement of faulty meter.
- 5 Faulty meter was replaced on 13.11.2010.

The complainant Shri Pradipbhai Joshi contended that the bills of 12.10.2010 and 11.11.2010 were excessive as this period was a Diwali vacation period and even on the day of hearing, the college had not started. Usually, during vacation period the consumption is on the lower side and hence the Forum is requested to calculate the bills of two months by considering less consumption in vacation period.

The respondent Shri Kaushik JE of Akota s/dn of MGVCL contended that as per prevailing practice they have calculated the bill on average basis of last three months. He submitted monthly consumption data of the institute since 2007.

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

- (1) From last 3 years monthly consumption data, it is found that vacation period of summer and Diwali the consumption have remained low.
- (2) During vacation, only core staff works in office room.
- (3) Though 3 phase meter replacement should have been done promptly, it has taken one month. The reasons put by JE were not satisfactory.

In view of the above discussion, the Forum is of the opinion that the calculation of two bills of 12.10.10 and 11.11.2010 to be redone on the basis of consumption between 13.11.2010 and 26.11.2010 and averaging out for the vacation starting from 27.10.2010.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to recalculate the billing amount of 12.10.2010 and 11.11.2010 on the basis of consumption between 13.11.2010 and 26.11.2010 and averaging out for vacation stating from 27.10.2010. Accordingly, bills of two months to be corrected and refund if any to be given to the complainant i.e. Mahila Mahavidhyalaya in the next 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, 1<sup>st</sup> 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>