

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG—I-10-2013.14
Complainant	Shri Ajitsinh Bhupatsinh Parmar, At & Post : Dodka 391 340, Dist : Vadodara
Respondent	Shri H R Shah, Deputy Engineer, Koyli s/dn of MGVCL.
Date of hearing	10.05.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 12.04.2013 (recd on 4.5.2013) regarding wrong energy bill.

On 10.05.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the son of complainant Shri Ajitsinh Bhupatsinh Parmar, has appeared whereas Shri H R Shah, Deputy Engineer, Koyli 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.02402 / 00116 / 0
2. The complainant is requesting to review the energy bill for the month of Feb March 2013 for amounting to Rs.17847/- in which Rs.16550.82 is shown as last unpaid but complainant has paid energy bill regularly till today.

The representative of the complainant contended that they have paid energy bill regularly till date but in last energy bill Rs.16550.82 shown as unpaid amount.

The respondent contended that as per section 135 of The Electricity Act, 2003, additional bill of Rs.16550.82 was issued in May 2011 and paid by the complainant

on 3.5.2011. The amount was debited in June 2011 and not shown as unpaid amount in absence of energy bills. In March 2013 energy bill, Rs.16550.82 which was paid in year 2011 shown as unpaid amount. This is a mistake of Account Department. It will be corrected.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that it is a procedural mistake so must be corrected and should correct the system so that such incidences should not be repeated.

The Forum is of the opinion that the MGVCL should have informed the consumer regarding rectifying above mistake by writing a letter as soon as credit had been given for the amount wrongly shown as unpaid in the MGVCL bill of March 2013 so that the consumer can know the rectification and he need not complaint in the Forum. They should not wait till issue of next bill which is being issued after two months in bi-monthly billing system.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited not to recover Rs.16550.82 which is already paid and adjust in next energy bill for consumer No.02402 / 00116 / 0 of complainant Shri Ajitsinh Bhupatsinh Parmar, At & Post : Dodka 391 340, Dist : Vadodara.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
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/Cosumer%20Grievances/Procedure/Procedure.pdf>