

**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-37-2013.14
Complainant	Shri Atulbhai Ishwarbhai Ajwaliya 407, Payal Complex, Opp: Somduttpark, Rajesh Tower Vadodara
Respondent	Shri K R Soni, Deputy Engineer, of Gotri s/dn of MGVCL.
Date of hearing	05.07.2013, 12.7.2013 & 26.7.2013 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 21.06.2013 regarding excess amount of energy bill.

On 05.07.2013, 12.7.2013 & 26.7.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was not present, whereas Shri K R Soni, Deputy Engineer, of Gotri s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.15421/04511/0 and meter No.45074.
2. The bill for the month of April-May 2013 received high as Rs.7452.00 for 1133 units which is very high than his normal consumption.
3. The complainant is not satisfied with the bill as his past consumption is less
4. As such requested to check the meter and if required to replace it

The complainant remain absent during all the three hearing so the forum has decided to proceed considering his written complain as explained in brief note.

The respondent Shri K R Soni, Deputy Engineer, of Gotri s/dn contended that complainant is having more than 7 KW load using 1 Air Conditioner of 1.5 Ton, Geyser of 3 KW, Washing Machine, Oven and other lighting load. It is true that past consumption of same period is less. However, high consumption during April May 2013 may be due to use of Air-Conditioner in that period.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that consumption is high compared to previous year. As such Forum directed the Deputy Engineer to get the meter tested in Laboratory and submit to forum. The meter was tested in Laboratory on 24.10.2013 and meter is found Ok.

The Forum is of the opinion that the consumption recorded in the month of April-May 2013 is correct as the meter accuracy is as per requirement and having no error.

ORDER

The Forum directs the complainant Shri Atulbhai Ishwarbhai Ajwaliya 407, Payal Complex, Opp: Somdutt park, Rajesh Tower Vadodara that bill served by Madhya Gujarat Vij Co Limited for the month of April-May 2013 is in order.

(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>