

**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-4-2013.14
Complainant	Bhanumati Bipinchandra Kothari, 403, Shringar villa, 51, Harinagar Society, Gotri Road, Vadodara.
Respondent	Shri Soni Deputy Engineer of Gotri s/dn of MGVL.
Date of hearing	24.05.2013 at Corporate Office, Vadodara.

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

The complaint dated 15.04.2013 regarding high amount of energy bill.

On 26.04.2013, 10.05.2013, 17.05.2013 & 24.05.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Bhanumati Bipinchandra Kothari was absent whereas Shri Soni Deputy Engineer of Gotri s/dn appeared as respondent on behalf of MGVL before the Forum.

The brief details of the case are:

1. The complainant has consumer No.15421 / 05268 /0.
2. The connection was released and meter was installed on 31.05.2012 by MGVL.
3. Complainant has received 1st bimonthly energy bill with only one unit on 24.07.2012, second bill was issued on 21.09.2012 for 995 units amounting to Rs.6361.90, third bill was issued on 17.11.2012 for 329 units amounting to Rs.1829.40 and 4th bill was issued on 01.02.2013 for 179 units.
4. Complaint for unfair billing and subsequent high amount of energy bills.

The complainant Bhanumati Bipinchandra Kothari remain absent during all the three hearings.

The respondent contended that the first bill issued may be based on lab energy reading as one unit and accumulated consumption reflected in second bill which can be bifurcated in two billing cycle and we may give slab benefit if applicable.

In view of the above discussion, the Forum is of the opinion that there is meter reading error reflected in subsequent billing causing higher tariff slab billing, it should be rectified by MGVCL.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate the units in the bills of the July 2012 and Sept 2012 and give benefit of slab to the complainant Bhanumati Bipinchandra Kothari, 403, Shringar villa, 51, Harinagar Society, Gotri Road, Vadodara, as per norms.

(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>