

**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-II-50-2013.14
Complainant	Bharti Rajesh Sharma, B / 102 Baroda Skyz, OPP: Aadarsh Duplex, Gorwa, Vadodara
Respondent	Shri R M Patel, Deputy Engineer, Gorwa s/dn of MGVCL.
Date of hearing	26.07.13, 17.08.13 & 30.08.13 Corporate Office of MGVCL

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

The complaint dated 26.07.2013 regarding high energy bill for the month of April May 2013 amounting to Rs.6489.51.

On 17.08.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein, Bharti Rajesh Sharma, was absent whereas Shri R M Patel, Deputy Engineer, Gorwa s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.15315 / 05729 / 1
2. Complaint regarding high energy bill for the month of April May 2013 amounting to Rs.6489.51.

The complainant contended that electricity bill for the month of April May 2013 amounting to Rs.6489.51 is very high compared to his earlier energy bills.

The respondent contended that the meter was tested on 20.06.2013 at site and found running fast. The meter was replaced on 25.06.2013. Complainant has again made complaint on 25.06.2013 for meter running fast. The meter was checked at site and found OK. It was further analyzed for the cause of high energy bill consumption. There are 2 nos of MCBs installed having different circuits in the house. Out of these 2 circuits when one circuit is ON with NO load, meter was observed recoding consumption. It is suspected some faults in house circuit which is informed to the complainant to rectify at his end, as the fault is after metering point i.e. on complainant's end. The complainant has to take necessary actions to rectify the faults on their end. Accordingly, the necessary understanding given to the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is no fault upto the metering point but there may be some leakage current in one of the circuits in the complainant's house.

In view of the above discussion, the Forum is of the opinion that the complainant has to rectify the faults in his one of the circuits.

ORDER

The Forum directs complainant Bharti Rajesh Sharma, B / 102 Baroda Skyz, OPP: Aadarsh Duplex, Gorwa, Vadodara, to get house wiring checked and to rectify the house wiring through licensed electrical contractor.

(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>