

**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 32 No.MG-IV-102-2012.13
Complainant	Shri Bhikhabhai Kalabhai Solanki, Off: Water Tank, At. Samiyala, Ta& Dist. Vadodara
Respondent	Shri A J Verma, Dy. Engineer, Padra S/Dn.
Date of hearing	22.2.2013 at MGVCL Corporate Office, Baroda

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 31.1.2013 regarding high energy bill.

On 22.2.2013 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bikhhabhai Kalabhai Solanki appeared himself whereas Shri A J Verma, Dy Engineer of Padra s/dn appeared as respondent on behalf of MGVCL before the Forum. Both parties were heard.

The brief details of the case are:

1. The complainant has consumer No. 00195/0
2. The complainant use to get energy bills of average unit consumption of 254 units during the year 2011. During the year 2012, the average consumption remained 280 units. However, the unit consumed during May & June 2012 was recorded as 800 units, which amounting to Rs.5046.65

The representative of the complainant contended that he got energy bill of May & June 2012 for 800 units which is very high compared to normal consumption in the range of 150 to 200 units per bill. Forum is requested to look in to the matter and do needful for the same.

The respondent contended that his meter was tested on 12.12.12 in MGVCL laboratory and it was found OK. Hence, the complainant has to pay energy bill as recorded in the bi-monthly bill.

The Forum Members present at the hearing considered contention of respondent perused the records and observe that comparing to the average consumption pattern, the 800 units consumed during the month of May & June 2011 is on higher side. However, comparing with the MRI data of the billing date, the consumption is lower for the period of May & June 2012. It is also noted that during the previous

months of May, & June 2012 the unit consumption are recorded lower than the average. Hence, it seems that there is manipulation of meter reading.

In view of the above discussion, the Forum is of the opinion that based on the accuracy of the meter as certified by MGVCL lab, there is no defect in the meter. However, it seems that the energy consumption found in May & June 2012 is accumulated reading and hence it can be bifurcated among last eight months i.e. from November 2011 to Sept 2012.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to bifurcate the energy consumption of May & June 2012 by averaging out the energy consumption units starting from November 2011 to Sept 2012 and re-calculate the billing amount by-monthly with appropriate slab tariff for the billed issued to Shri Bhikhabhai Kalabhai Solanki, at Samiyala, Vadodara.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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>