

**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-55-2013.14
Complainant	Chandrikaben P Patel, B 36, Manjitnagar Society Near Deep Chambers, Tulsidham Char Rasta, Manjalpur, Vadodara
Respondent	Deputy Engineer, Lalbaug s/dn of MGVCL
Date of hearing	26.07.2013 at Corporate Office, 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 22.07.2013 regarding high amount of energy bill.

On 26.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ronak Patel, appeared on behalf of complainant Chandrikaben P Patel.

The brief details of the case are :

1. The complainant has consumer No. 14101 / 02298 / 4
2. The energy bill for the month of May June 2013 received Rs.9671/ which is very high.
3. Such high amount of bill not received since last three years.
4. Average consumption is 540 units, last bill is for 795 units whereas May June 2013 bill received for 1367 units consumption which is approximately 75% higher than the last bill.

The representative of the complainant contended that he has received the bill for the month of May June 2013 is Rs.9671/, which is very high. Such high amount, he has never received before. His average consumption is 540 units and bill for March April 2013 was 795 units. The bill of May June 2013 is 1367 units which is 75% higher than the last bill. As such, requested to revise the bill and to replace the meter.

The Deputy Engineer of Lalbaug s/dn of MGVCL vide letter No.LBG:Tech:B:1800 dated 31.07.2013 informed complainant that bill for the month of May June 2013 is Rs.9071.90 for 1342 units and not Rs.9671/. It was clarified that consumption for

May June 2011 was 1533 units and May Jun 2012 was 1264 units. As such consumption for May June 2013 is in line with previous year in the same period.

The Forum Members present at the hearing considered their representation and perused the records and observed that consumption of May June 2013 is more or less, Similar to previous two years of same period. Hence, it seems no any fault in the meter. However, if consumer insists the meter should be got tested in metering laboratory as per rules.

In view of the above discussion, the Forum is of the opinion that the consumption of May June 2013 is at par with last two years and bill is not required to be revised.

ORDER

The Forum directs the complainant Chandrikaben P Patel, B 36, Manjitnagar Society, Near Deep Chambers, Tulsidham Char Rasta, Manjalpur, Vadodara, that the bill issued for the month of May June 2013 billed in July 2013 is correct.

(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>