

**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-79-2013.14
Complainant	Shri Chandubhai Bhailalbhai Bhoi, 14, Swaminarayan Society, At & Post : Vasad, Dist : Anand
Respondent	Shri J R Darji Deputy Engineer of Vasad s/dn of MGVCCL.
Date of hearing	27.09.2013 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 04.09.2013 regarding high voltage, high energy bill and refund of service cable wire.

On 27.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandubhai Bhailalbhai Bhoi appeared himself whereas Shri J R Darji Deputy Engineer of Vasad s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.50201 / 03308 / 9 residing at 14, Swaminarayan Society, At & Post : Vasad, Dist : Anand.
2. Due to high voltage wiring has been burnt and have incurred loss of Rs.10,000/-
3. The service wire charges recovered Rs.100/- is to be refunded.
4. The bill received for the month of May June 13 is very high Rs.1666/
5. Requested to give average bill.

The complainant contended that he is residing at 14, Swaminarayan Society, At & Post : Vasad, Dist : Anand. Due to high voltage, the wiring at his house is burnt and incurred a loss of Rs.10000/, requested to give compensation for the same. Moreover, the service wire provided by MGVCCL is also burnt and Rs.100/ has been charged for replacement which is to be refunded.

The new meter installed is also fast and bill for the month of May June 13 is received for Rs.1666/ is very high. Requested to give average bill.

The respondent contended that due to internal problem in wiring has burnt and there is no fault on MGVCL side. Except him, there is no any nearby consumer has complained for high voltage. The service wire charges is recovered as per rules. As regard to high amount of bill for the month of May June 13 may be due to summer season. The bill for the month of July Aug 2013 is in order which complaint has also written in his application.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that due to internal short circuit problem wiring might have burnt and also there is no any nearby consumer complaint for high voltage. The higher bill for the month of May June 2013 is due to summer season.

In view of the above discussion, the Forum is of the opinion that the complainant wiring has been burnt due to internal wiring problem and high bill is due to summer season use of electricity.

ORDER

The Forum directs the complainant Shri Chandubhai Bhailalbhai Bhoi, 14, Swaminarayan Society, At & Post : Vasad, Dist : Anand, that the action taken by MGVCL is in order.

(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>