

**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-35-2013.14
Complainant	Shri Dineshchandra J Bholaram at 190, 191, Jadavpark Society, Near Kailashpati Mahadev, Chhani Jakatnaka, Vadodara.
Respondent	Shri V S kale, Deputy Engineer, Sama s/dn of MGVCL.
Date of hearing	21.06.2013 & 28.06.2013 at Corporate Office, Vadodara

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

The complaint dated 18.05.2013 regarding high amount of energy bill & change of name.

On 21.06.2013 & 28.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dineshchandra J Bholaram, appeared himself, whereas Shri V S kale, Deputy Engineer, Sama 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.15630 / 03316 / 6
2. The other connection in the name of his wife Shashikalaben D Shah having no. 15632 / 00596 / 8.
3. The tariff has increased, hence, the bills which were receiving Rs.100/ to Rs.150/, since 1997 are increased by four times i.e. Rs.500/ to Rs.600/
4. He could not understand who has changed the other connection in his wife.

The complainant contended that he is getting bill of Rs.500/ to Rs.600/ now a days which is very high. Earlier, he was getting bill of Rs.100/ to Rs.150/. He also wanted to know who has charged the other connection in his wife's name.

The respondent contended that the bills are served as per present tariff and is as per GERC order. This is due to increase in tariff which is not in his control. The connection No.15630 / 03316 / 6 released on 27.11.1997 and other connection No.15632/ 00596 / 8 released on 05.07.2002. The other connection in his wife name since release date and no charges is made.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that higher amount of bill is due to tariff only and as per GERC only. The connection No.15632 / 00596 / 8 is in the name of Shashikalaben D Shah since beginning and there is no change of name made by MGVL.

In view of the above discussion, the Forum is of the opinion that rise in tariff is as per GERC order.

ORDER

The Forum directs the complainant Shri Dineshchandra J Bholaram at 190, 191, Jadavpark Society, Near Kailashpati Mahadev, Chhani Jakatnaka, Vadodara, that the bills issued by MGVL are in order. The connection No.15632 / 00596 / 8 is in the name of Shashikalaben D Shah and there is no change of name in the connection.

(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>