

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-IV-100-2012.13
Complainant	Shri Ankur Patel, Project Manager of Doshi Technologies Pvt Ltd., 863/6 GIDC Makarpura, Vadodara
Respondent	Shri M S Thakor, Deputy Engineer, Makarpura S/dn of MGVCL.
Date of hearing	28.06.2013 at Corporate Office, Vadodara.

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

The complaint dated 19.06.2013 regarding objection against average bill for the month of Sept to Dec 2012.

On 28.06.13, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ankur Patel, Project Manager, appeared on behalf of Doshi Technologies P. Ltd. whereas Shri M S Thakor, Deputy Engineer, Makarpura S/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The background details of the case are as follows:

- The complainant has complained regarding objection against average bill for the month of Sept to Dec 2012 vide their complaint dated 29.01.2013. In this connection, the forum had heard both parties and ordered on dated 28.03.2013 to implement as per mutual understanding to refund Rs.55330.56 for 9070 units.
- The complainant vide his letter dated 22.02.2013 addressed to Convener, CGRF, Vadodara, stating that MGVCL Makarpura s/dn office has given letter bearing No.1050 that "you can get credit of Rs.55330.56 against 9070 units which will be adjusted in next energy bill". Complainant was satisfied with the reply of Makarpura s/dn office and withdrew the complaint subject to pending amount to be credited to the complainant.
- The MGVCL has given credit of 2527 units instead of 9070 units. Aggrieved of this complainant has filed complaint to CGRF on 19.06.2013 & hearing held on 28.06.2013.

The complainant contended that the MGVCL has not obeyed to refund wrong recovery made of the amount of Rs.55330.56 but only Rs.15371.74 credited.

The respondent contended that refund agreed for Rs.55330.56 was subject to final calculation and audit approval. While detailed investigation, it was noticed that past consumption average assessment is 13049 units whereas the consumer is issued bill for 15576 units. Therefore, difference of 2527 units only eligible to give credit. Accordingly, complainant was informed vide letter No.2350 dated 22.04.2013,

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum members have agreed to the calculation presented and have explained claim to the complainant and satisfied. .

The matter was explained to the complainant during hearing on 28.06.2013. He agreed and expressed his satisfaction regarding the amendments in the bill and the credit of Rs. 15371-74 has been given in bill of March-13. Being satisfied the complain stands settled.

ORDER

As the grievance has been resolved in the hearing of CGRF, the Forum hereby declares that the complain stands settled and disposed off. The Forum directs the complainant Shri Ankur Patel, Project Manager of Doshi Technologies Pvt Ltd., 863/6 GIDC Makarpura, Vadodara, that the revised bill for Rs.15371.74 is in order.

(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>