

**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-IV-133-2012.13
Complainant	Drona & Jigar Enterprises P Ltd at 201, 203 Parshwa Complex, Ellora Park, Vadodara 23
Respondent	Shri K R Soni, Deputy Engineer of Gotri s/dn MGVCL
Date of hearing	19.03.2013 at Corporate Office, Vadodara.

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 06.03.2013 regarding wrong energy billing.

On 19.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri P D Mehta, appeared himself on behalf of M/s. Drona & Jigar Enterprises P Ltd, whereas Shri K R Soni, Deputy Engineer Gotri 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.15416 / 00444 / 4
2. There was a abnormal meter reading on 24.7.2012 with 3383 units consumption.
3. The meter was replaced on 09.10.2012

The complainant contended that upto March April 2012, the average bi-monthly bill was as low as 750 units but energy bills for May June 2012, July August 2012 and Sept October 2012 are with 3383, 1008 and 1028 units respectively. Particularly, the bill of May June 2012 is very much on higher side. There are total 3 numbers of Air-conditioners having 1.5 tonne each. Because of this abnormal consumption, he has not paid the bill and requested the Forum to sort out problem so that he can pay accordingly.

The respondent contended that during April 2012, the complainant had added one Air-conditioner having 1.5 tonne load capacity. The last three years' record of energy consumption on the maintaining period is given as below:

Period	2010	2011	2012
May June billed in July 2012	1199	1354	778
July August 2012 billed in Sept 12	1079	1293	3383
Sept Oct 2012 billed in Nov 2012	1007	886	1008
Nov Dec 2012 billed in Jan 13	709	765	1028

The old meter was tested in lab which found OK within permissible limits.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that average yearly energy consumption for the year 2011 is found 454 units / month. While the average energy consumption for the year 2012 is found 591 units / month. The total installed load is found 7435 watts, physical load data calculations were carried out as per instruction of Consumer Grievances Redressal Forum on 19.03.2013 which is enclosed herewith as per Annexure-A. The calculations are done on the basis of followings:

1. All Air-conditioners are of 1.5 tonne capacity which is confirmed at site.
2. The working hours per day of the complainant's office is considered 8 hours.
3. All Sundays in a month are considered as weekly off.
4. The calculated consumption may be matched with the consumption bill in that particular period.

In view of the above discussion, the Forum is of the opinion that the consumption units recorded during the complaint's period is in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited and the complainant Drona & Jigar Enterprises P Ltd at 201, 203 Parshwa Complex, Ellora Park, Vadodara 23 that energy bill issued during May June 2012 is in order.

(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>