

**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-130-2012.13
Complainant	Khristi Easterben Govindbhai, 104,Dayasagar Flat, Nizampura, Vadodara
Respondent	Shri BJ Desai, Deputy Engineer of Fatehganj s/dn of MGVCL.
Date of hearing	19.03.2013 at Corporate Office MGVCL

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 28.2.2013 regarding high amount of energy bill.

On 19.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Khristi Easterben Govindbhai, appeared herself, whereas Shri BJ Desai, Deputy Engineer of Fatehganj 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.15228 / 06655 / 1
2. The consumption pattern of the complainant is as follows:

May 2012	5 units
July 2012	42 units
September 2012	183 units
Nov Dec 2012	109 units
Jan Feb 2013	721 units

3. On the request of the complainant, meter was checked and MRI was taken. The meter was found with + 0.065% accuracy. There was no leakage found on the load supply.

The complainant contended that recently she has received energy bill for the month of January February 2013 billed in March 2013 of Rs.4361/- which is a exorbitantly high compared to previous months' bill. Hence, there seems to be a problem with meter. She cannot pay so much high amount of energy bill. She declared that her

house is being used by tenant studying in college. They used induction hot plate of 2000 watts.

The Respondent contended that after receipt of complaint, they had checked meter at site on 15.03.2013 and MRI was taken. The meter was showing + 0.065% accuracy. MRI was taken and there was no consumption of meter found when downstream wires were disconnected. The total load of appliances etc was found 2245 watts, other electrical parameters were found in order.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that meter accuracy is within the permissible limit and meter reading matching with MRI data. As per MRI data night hours consumption recorded high.

In view of the above discussion, the Forum is of the opinion that the complainant should monitor day to day consumption recorded in meter with and without use of electrical appliances. And also to check daily reading during morning and evening hours and keep watch when the house is in locked condition.

ORDER

The Forum directs the complainant Khristi Easterben Govindbhai, 104, Dayasagar Flat, Nizampura, Vadodara, that consumption recorded in meter is in order and as per their consumption. However, advised to keep vigilance on use of appliances and to check meter reading during morning and evening hours, to know the pattern of consumption. And thereafter if found abnormal again approach to the Forum with the recorded data.

(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>