

**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-115-2012.13
Complainant	Shri Mahendrabhai Gopaldas Agrawal of Super Fashion, Mangal Bazar,Vadodara.
Respondent	Bhanuben Solanki Deputy Engineer Mandvi s/dn of MGVCL.
Date of hearing	22.02.2013 at 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 07.02.2013 regarding energy bill for the month of December 2012 and January 2013.

On 22.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mahendrabhai Gopaldas Agrawal, appeared himself whereas Bhanuben Solanki Deputy Engineer Mandvi 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.16407 / 09619 / 7
2. The complainant received energy bill for the month of December 2012 and January 2013 in which there was consumption of 385 units only. However, bill was amounting to Rs.7066.43.

The complainant contended that they have received energy bill for the month of December 2012 and January 2013 in which there was consumption of 385 units

only. However, bill was amounting to Rs.7066.43 which means it is Rs.18.35 / unit which is exorbitantly high.

The Respondent contended that split up details of energy bill for the month of Dec 12 and January 13 is as follows:

1. For Fixed Charges:
 - a. Upto 10 KW / month Rs.30 x 10 = Rs.300.00
 - b. Upto 10-40 KW / month Rs.55 x 10 = Rs.550.00
 - Rs.850.00
 - For two months, it is Rs.850 x 2 = Rs.1700.00
2. Energy charge Rs.4.30 / unit for 385 units
Rs.4.30 x 385 units = Rs.1655.50
3. Minimum charge = 140 / month 1 KW
For 2 months it will be Rs.140 x 20 x 2 = Rs.5600.00
4. Minimum charges recoverable
Minimum charge – Fixed charges – Energy charges
Rs.5600/ - Rs.1700/ - Rs. 1655.50 = Rs.2244.05
5. Fuel cost adj charge 385 units x 1.18 = Rs.454.30
6. Elect Duty (1700 + 1655.50 + 454.30) x 0.25 = Rs.952.45
7. Meter Rent Rs.30 / month x 2 = Rs.60.00
- Grand Total (1 + 2 + 4 + 5 + 6 + 7) = Rs.7066.75

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that above calculation submitted by the respondent are in order.

In view of the above discussion, the Forum is of the opinion that the energy bill for the month of Dec 12 & January 13 is found OK, considering 20 KW contract load for consumer no.16407 / 9619 / 7 in NRGP category of tariff.

ORDER

The Forum directs the complainant Shri Mahendrabhai Gopaldas Agrawal of Super Fashion, Mangal Bazar,Vadodara that his energy bill of December 2012 and January 2012 are 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>