

**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-16-2013.14
Complainant	Shri Manubhai Pujabhai Talpada at village Odd, Dist: Anand.
Respondent	Shri N M Valand, Junior Engineer of Bhalej s/dn of MGVCL.
Date of hearing	24.05.13 & 07.06.2013

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

The complaint dated 10.05.2013 regarding excess bill.

On 24.05.13 & 07.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Manubhai Pujabhai Talpada, appeared on himself whereas Shri N M Valand, Junior Engineer of Bhalej s/dn of Bhalej 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.19611 / 02841 / 5
2. No reply from MGVCL for his complain dated 4.1.11 for high energy bill.
3. After replacement of meter against high bill amounting to Rs.3484.43 received and complained to MGVCL on 30.10.2012.

The complainant contended that though he is using only 3 fans and 3 low voltage tubes his energy bills are abnormal. MGVCL is not replying even though he has paid meter testing fee.

The respondent contended that meter got tested in Meter Testing lab and reported to consumer on 03.05.2013 that meter report is OK and energy recorded in meter is correct and pay the bill.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Average consumption is below 300 units (Bimonthly). July August 2012 billed in Sept 2012 billed for 590 units. Meter replaced and tested on 21.1.2013 in meter testing lab. Laboratory reported no defect in meter. Sub-division has reported late to the consumer i.e. on 3.5.2013. Initial, non-compliance may be due to bifurcation of sub-division. The Bhalej sub-

division from Umreth sub-division. After replacement of meter, average consumption pattern remains as before.

In view of the above discussion, the Forum is of the opinion that considering report of meter testing laboratory and subsequent consumption pattern after replacement of meter, the bill issued in the month of Sept 2012 is in order.

ORDER

The Forum directs complainant Shri Manubhai Pujabhai Talpada at village Odd, Dist: Anand, that no defect found in the meter which is replaced and also no abnormality or irregularities in billing records. The bill issued in the month of Sept 2012 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>