

**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-98-2012.13
Complainant	Shri Mohanbhai Ranchodbhai Parmar, at 19, Shivkunjnagar, Old Bapod Jakatnaka, Waghodia Road, Vadodara.
Respondent	-----
Date of hearing	19.03.2013 at Godhra Circle Office.

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 30.01.2013 regarding relief in energy bills.

On 19.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Mohanbhai R Parmar, was absent since last three hearing on 22.02.2013 (Vadodara), 08.03.2013 (Vadodara) and 19.03.2013 (Vadodara) whereas Deputy Engineer appeared as respondent on behalf of MGVCL on 22.02.2013 & 08.03.2013 before the Forum.

The brief details of the case are :

1. Energy bill of June, July and August 2012 issued with “L” status.
2. Average bill of 200 units per bill was issued for October November 2012 for 1583 units.

The complainant was absent during three times' hearing.

The Respondent was present on 22.02.2013, 08.03.2013 and absent on 19.03.2013 and contended that it was a negligence of meter reader. The consumer was given understanding of meter readings and calculations accordingly, an advance cheque of Rs.3000/ and Rs.3596/ dated 05.02.2013 and 07.03.2013 are given by the complainant against bill of Rs.6595.41.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that this has happened due to negligence of the meter reader.

In view of the above discussion, the Forum is of the opinion that because of no fault of the complainant, bifurcation for two instalments can be given with appropriate slab to recalculate the bill amount.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to ask for the explanation of the concerned meter reader and allow the complainant to pay in two instalments of the revised bills with appropriate tariff slab.

(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>