

**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-I-39-2013.14
Complainant	Senior Manager, Oriental Bank of Commerce, Raopura, Vadodara.
Respondent	Shri V V Joshi, Deputy Engineer Tower s/dn of MGVCL.
Date of hearing	05.07.2013 at Corporate Office, Vadodara.

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

The complaint dated 21.06.2013 regarding excess energy bill.

On 05.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Hitesh Shastri, Manager, appeared on behalf of Oriental Bank of Commerce, Raopura, Vadodara, whereas Shri V V Joshi, Deputy Engineer Tower 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.16228 / 01222 / 3
2. Complainant has received energy bill for the month of May June 2013 amounting to Rs.50897.52 against average bill of Rs.35098.41

The complainant contended that May June 2013 energy bill amount received Rs.50897.52 is huge amount against average bill of Rs.35098.41. Requested to check and revise the bill. He also suspected for illegal use of power from their service line.

The respondent contended that there is no abnormal rise in consumption pattern compared to last two years. The energy consumption of May June 2013 is 6810 units whereas for the same period energy consumption for the month of May June 2012 is 7980 units. He has also verified and confirmed that there is no illegal use of electricity by third party from meter outlet line.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is no abnormal rise in the consumption in terms of units is matching with past year reading for same period even less than that. It is given clear understanding the representative and also

clarified for illegal use of power that any illegally use by third party before the meter installation not recording in their meter.

In view of the above discussion, the Forum is of the opinion that the bill for the month of May June 2013 is in order.

ORDER

The Forum directs the complainant Senior Manager, Oriental Bank of Commerce, Raopura, Vadodara, that bill issued by Madhya Gujarat Vij Company Limited for the month of May June 2013 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>