

**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-III-73-2012-13
Complainant	Shri Rameshbhai Ishwarbhai Sihoni, 50, Divyadarshan Society, Mogari, Dist.Anand.
Respondent	Dy. Engineer, Mogari S/o.
Date of hearing	19.12.2012 at Corporate Office, 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 31.10.2012 regarding abnormal energy consumption.

On 19.12.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshbhai Ishwarbhai Sihoni, appeared himself, whereas Dy. Engineer, Mogari S/o 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.19304 / 2458 /7
2. On dated 31.10.2012, the complainant had given application to CGRF of MGVCL in which applicant mentioned that his average consumption is about 500 Unit whereas in the month of May-June 2012 bill received for 1110 Unit and amount Rs.6952.63. During July-August 2012 bill received for Rs.6677.78.
3. Requested to check the bill and also requested to revise the bill

The Respondent contended that the applicant consumption history is as under.

Month	Unit Bill	Amount of Bill in Rs.
Jan-12	190	848.72
Mar-12	200	979.40
May-12	221	1135.60
July-12	1110	6825.56
Sep-12	1071	6453.84

- Meter replaced during billing cycle July-Aug-12 billed in Sep-12.

- Meter tested in meter testing laboratory on 13.9.12 and as per Lab report there is no defect in meter.
- Actually there was an error of meter reader in the bill for the month of July-August billed in Sept-2012. The bill is revised for 659 units and accordingly revised bill is issued on 19.12.12.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that there is an error of meter reader and same is rectified as reported by Dy. Engineer.

ORDER

The Forum directs the applicant Shri Rameshbhai Ishwarbhai Sihoni, 50, Divyadarshan Society, Mogri, Dist. Anand to pay the revised bill as rectified by Dy. Engineer.

(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>