

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                        |
|-----------------|----------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-III-91-2013.14                                  |
| Complainant     | Ratnakar Bank Limited at 7/8 Umiyanagar , Below<br>Post Office, Padra, Dist : Vadodara |
| Respondent      | Shri D.A. Kadia, Deputy Engineer Padra S/dn of<br>MGVCL.                               |
| Date of hearing | 25.10.2013 at Vadodara                                                                 |

| QUORUM             | NAME                        |
|--------------------|-----------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar |
| Independent Member | Harsha S Chauhan, Vadodara  |
| Technical Member   | Medha M Marathe, MGVCL      |

The complaint dated 28.09.2013 regarding high amount of electricity bill.

On 25.10.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Swapnil Nandkumar Pandav on behalf of Ratnakar Bank Limited, appeared whereas Shri D.A. Kadia, Deputy Engineer Padra 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.02601 / 17614 / 8
2. Connection was released on 19.07.2013.
3. The first bill issued for ZERO units consumption on 29.08.2013 which according to the consumption he has not received it.
4. The second bill issued for 1209 units on 1<sup>st</sup> October 2013 for which the applicant has objected for high amount of energy bill.

The representative of Ratnakar Bank represented that his contracted load is 22 KVA. They have 3 nos of air-conditions, out of which two nos. are of 1.5 ton and one no. of 1 ton capacity along with other lighting load i.e. fans and light. Compared to the actual consumption bill served is exorbitantly high. He also complained for high energy bill in case of minimum / ZERO consumption.

The respondent contended that the contracted load is 22 KW and not 22 KVA, the connected load is 6.32 KW. He has taken MRI of the meter and noted as under:

| Sr | Date | Reading | Difference |
|----|------|---------|------------|
|----|------|---------|------------|

| No. |          |       |     |
|-----|----------|-------|-----|
| 1.  | 01.07.13 | 2.34  | -   |
| 2.  | 01.08.13 | 302   | 300 |
| 3.  | 01.09.13 | 869.2 | 567 |
| 4.  | 01.10.13 | 1327  | 458 |
| 5.  | 22.10.13 | 1865  | 538 |

The billing units and reading taken from the MRI data are matching. Therefore, it is a actual consumption recorded in bill correctly. There is also ATM having power connection in same premises and getting supply from the same meter. The connection is in the name of Mrs Poornima D Patel. The minimum bills are being issued.

The Forum Members present at the hearing considered contention of both the parties and perused the records & observed that energy consumption recorded in the meter and down loaded data through MRI are matching with the billing units. Therefore, there is no ambiguity in either meter or its reading. The high energy bill on low consumption is due to higher contracted load then the connected load. The applicant is advised considering the present connected load to revise their contracted load as per their requirement. The Forum asked respondent to give monthly break up of consumption based on MRI data to the applicant.

## **ORDER**

The Forum directs representative of Ratnakar Bank Limited Mrs Poornima D Patel i.e. Ratnakar Bank at 7/8 Umiyanagar , Below Post Office, Padra, Dist : Vadodara that bill issued by the Madhya Gujarat Vij Company Limited are in order.

**(Medha M Marathe)**  
**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>