

**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-II-54-2013.14
Complainant	Smt Nalini Himanshu Pandya, 13/182 Parishram Park Refinery Road, Gorwa, Vadodara
Respondent	Shri R M Patel, Deputy Engineer, Gorwa s/dn of MGVCL.
Date of hearing	17.08.2013 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 15.07.2013 regarding high amount of energy bill - Rs.24043.22.

On 17.08.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Smt Nalini Himanshu Pandya, appeared herself whereas Shri R M Patel, Deputy Engineer, Gorwa s/dn of MGVCL 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.15307/08288/9 residing at 13/182 Parishram Park. Refinery Road, Gorwa, Vadodara
2. The bill for the month of May June 2013 received Rs.24043.22 which is very high for residential premises.
3. The complainant's husband is suffering from heart attack.
4. Requested to solve the problem of high amount of energy bill and requested to replace the meter.

The complainant contended that she has received a bill amount of Rs. 24043.22 for the month of May June 2013 which is much more than their average consumption. Further, informed that she has made complained so many times personally / telephonically to various officers for changing the meter since last 3 years, but no action taken. Her husband is suffering from heart attack and requested to take prompt action regarding bill amount.

The respondent contended that complainant was requested to pay the meter testing charges at Gorwa office so that meter can be tested at Gorwa lab in her presence but not paid. Moreover, meter was tested with accucheck on 17.7.13 and found OK. The meter data down loaded using MRI. As per MRI data, the high

consumption is due to use of 2 nos of Air-conditioner from 11 PM to 6 AM and 1 PM to 4 PM which is consuming 30 to 40 units per day. The consumption of 2515 units for the month of May June 2013 is for also for 74 days. The MRI data also confirms per day consumption of 30 to 45 units. The slab benefit to be given revising the bill 61 days billing period instead of 74 days.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the higher consumption is mainly due to use of 2 nos of Air conditions during 1 PM to 4 PM and night hours. As per MRI report also it is confirmed that per day consumption is ranging from 30 to 45 units.

ORDER

The Forum directs the complainant Smt Nalini Himanshu Pandya, 13/182 Parishram Park, Refinery Road, Gorwa, Vadodara, that bill issued by MGVCL for the month of May June 2013 is in order. Also, Forum directs Madhya Gujarat Vij Company Limited to revise the bill considering days of bimonthly period instead of 74 days.

(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>