

**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-1-2013.14
Complainant	T Narayanan Kutty Nair at D-33 SURBHI Dwarka Co-Housing Limited, Behind Narmada Guest-House, Racecourse, Vadodara.
Respondent	Shri K R Soni, Deputy Engineer, of Gotri s/dn of MGVCCL.
Date of hearing	05.04.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Technical Member	Shri Y B Sukhadia, MGVCCL

The complaint dated 21.07.2012 regarding electricity consumption problem.

On 05.04.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein T. Narayanan Kutty Nair, appeared himself, whereas Shri K R Soni, Deputy Engineer, of Gotri s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.15414/00874/4
2. The complainant had received bill of 1818 units in the month of May-June 2012 which according to the complainant, higher than his regular consumption of previous year.

The complainant contended that the bill received for the month of May-Jun'2012 is very high compared to his estimated consumption. He also informed that only three members are in the house and mostly remaining outside the house during 9:0 AM to 6: PM. He requested to test his energy meter and to give MRI report of monthly and hourly data.

The Respondent contended that the meter was replaced on 1.10.2012 and meter was tested in the Laboratory in presence of the applicant on dtd.11.10.2012. As per Lab report, meter is found OK with (-)0.02% accuracy which is within the

acceptable limit prescribed. As per complainant request MRI report of monthly and hourly data was also taken and mailed to him. The consumption is increased due to summer period as 3 nos. of Air Conditioners were in use during that time. The hourly data of MRI also indicates that consumption is higher during night hours only.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that meter no defect reported in meter during Lab inspection. The consumption increased might be due to summer period as 3 nos. of Air Conditioners were in use during that time. The hourly data of MRI also confirms that consumption is higher during night hours and matches with the billed readings.

In view of the above discussion, the Forum is of the opinion that the complainant should make payment as per bill.

ORDER

The Forum directs the complainant T Narayanan Kutty Nair at D-33 SURBHI Dwarka Co-Housing Limited, Behind Narmada Guest-House, Racecourse, Vadodara to make payment as per bill served and directs Dy. Engineer of Gotri Sub D/n to show hourly data of MRI to the complainant in the Lab as per his request.

(Y B Sukhadia)
Technical 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>