

**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-71-2013.14
Complainant	Umarbhai Rasulbhai Soni, At village Panvad, Tal: Kawant, Dist : Vadodara
Respondent	Shri D R Shah, Deputy Engineer Kawant s/dn of MGVCL
Date of hearing	06.09.2013, 13.09.2013 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated Nil (received on 17.08.2013) regarding high amount of energy bill.

On 13.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Umarbhai Rasulbhai Soni, appeared himself, whereas Shri D R Shah, Deputy Engineer Kawant 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 connection was released under BPL category since long but bills were not issued till Feb March 2013 billed in April 2013.
2. The accumulated energy bill to the tune of more than Rs.11,000/-
3. The consumer unable to pay such huge amount being poor BPL consumer, requested to give relief in the energy bills.

The complainant contended that since connection is released they have not received any bill to pay amount till first bill served in April 2013. Numbers of time, they have personally requested to MGVCL office but no one has taken care to issue energy bill timely. Such huge amount is beyond capacity of their earning. They do not have proof for the exact date of connection released or documents. At present, the power is disconnected by MGVCL.

The respondent contended that this is a accumulated energy consumption since the date of release of connection. There is no detail available for the date of connection released including meter issuing date. Therefore, it is very difficult to

decide the length of time left out for the billing. He presumes period of installation about two years back.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as date of installation of meter and release of connection is not available, it is difficult to count monthly / bimonthly consumption pattern. Considering the statement of respondent and category of the consumer, consumption recorded is too high beyond the normal consumption of their installation having only one fan and two bulbs.

Considering energy consumption recorded in meter as accumulated units, the Forum has suggested the consumer to pay bill in instalments considering their capacity of payment. After mutual discussion, the Forum agreed to consider to recover dues in installments within a period of two years (i.e. 12 bimonthly cycle).

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to reconnect the power supply and recover outstanding arrears without Delayed Payment Charges in 12 bimonthly instalments from the complainant Umarbhai Rasulbhai Soni, At village Panvad, Tal: Kawant, Dist : Vadodara.

(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>