

**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-47-2014.15
Complainant	Shri Manishbhai J Patel of M/s. Yogiraj Ice & Cold Storage, Pij Chowkdi, Near Hanumanji Mandir, Tundel, Ta: Nadiad
Respondent	Shri G S Desai, Deputy Engineer, Vaso s/dn of MGVCL.
Date of hearing	22.08.2014 at Vadodara

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

The complaint dated 05.08.2014 for objection regarding supplementary bill.

On 22.08.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Manishbhai J Patel appeared himself on behalf of M/s. Yogiraj Ice & Cold Storage whereas Shri G S Desai, Deputy Engineer, Vaso s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

The complainant had stated that as per judgement of CGRF MGVCL dated 23.05.2014 to revise the supplementary bill for the period from 02.02.2014 to 17.05.2014 by considering power failure data from s/s but MGVCL has issued revised supplementary bill Rs.1,69,121.11 for 26725 units, only for the period of cyclone dated 10.05.2014 & 11.05.2014 was considered & 1031 units considered in average bill. He had paid Rs.1,25,000/ towards supplementary bill issued and requested to withheld the balance amount of bill till finalization of issue.

The complainant contended that only cyclone period power failure duration is considered but no other period where electric line outage for maintenance work & interruption in power supply is considered in revised supplementary bill. In the month of Feb 2014, factory was also closed for maintenance work.

Complainant has requested to consider power failure as per s/s data for the period from 2.2.14 to 17.05.2014 and to keep a balance bill amount Rs.44,121.11 in abeyance till finalization of supplementary bill.

The respondent contended that only cyclone period is considered for deduction but other period where electric line outage for maintenance work & interruption in power supply was not considered to work out supplementary bill.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MGVCL has not followed the CGRF order in its true sense.

In view of the above discussion, the Forum is of the opinion that MGVCL should also consider & deduct the time period for line maintenance work & power failure interruption period in supplementary bill.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to revise the supplementary bill of complainant Shri Manishbhai J Patel of M/s. Yogiraj Ice & Cold Storage, Pij Chowkdi, Near Hanumanji Mandir, Tundel, Ta: Nadiad by considering the power failure due to line maintenance work & other power failures for the period from 02.02.2014 to 17.05.2014.

(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>