

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-IV-32-2017-18
Complainant	M/s. Umiya Quarry Works, Nr New Ranchodray Lodge, Dakor Sevalia Road, Village : Badharpura, Tal: Thasra, Dist: Kheda
Respondent	Shri A S Chaudhary, Deputy Engineer of Thasra s/dn of MGVCL.
Date of hearing	16.03.2018 at Nadiad Rural Division,

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri H R Shah, ACE (RA&C) MGVCL Vadodara

The complaint dated 21.02.2018 regarding issue of wrong supplementary bill for excess demand in his LTMD connection No.05003/00104/5.

1.0 On 16.03.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein representative Shri N C Moteria appeared on behalf of complainant M/s. Umiya Quarry and Shri A S Chaudhary, Deputy Engineer of Thasra s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 Complainant has crossed the Contract Demand of his LTMD connection having Contract Demand of 100 KW in the month of December 16, January 17 & February 17 i.e. 3 times in the year 2016-17 and two times in 2017-18 in the month of April 17 and May 17 stating the clause No.4.95 of Electricity Supply Code 2015 supplementary bill has issued.

2.2 Accordingly, supplementary bill amounting to Rs.2,32,419.60 has been issued to the complainant on the basis of HT tariff which is not accepted by the complainant & is the main grievance.

3.0 The representative of the complainant contended that as per clause No.4.95 of Electricity Supply Code 2015, he has neither crossed the demand four times in FY 2016-17 nor in 2017-18 so, he should not be



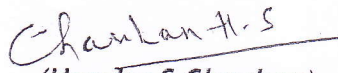
given supplementary bill. As per calculation sheet submitted by him, he represented that on the contrary he should be given refund and not a supplementary bill. Further, the representative of the complainant argued that he was not informed regarding procedure by DISCOM. Further, he stated that as per HT tariff rates of energy charges should be recovered @ Rs.4/KW Hand similarly, there are some other mistakes in the notice issued to him on 23.06.2017 so supplementary bill issued by him should be waived off.

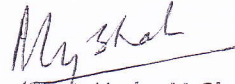
- 4.0 The respondent contended that the representative of the complainant agreed regarding error of writing in the letter dt23.06.2017 which shall be corrected. Complainant has crossed demand three times in 2016-17 and two times in 2017-18 so, in accordance with the breach of crossing of demand to his contract demand, the supplementary bill was issued. On review during hearing, the calculation of supplementary bill will made by Forum members it is felt that there were some corrections required. Respondent has issued bill in HT Tariff as per the data of MRI which is not proper. Bill is to be issued as per the readings of LTMD bills issued to consumer.
- 5.0 The Forum Members present at the hearing heard the detail contention of both the parties and perused the records and observed that Madhya Gujarat Vij Co Limited has to revise the supplementary bill on the basis of data of LTMD bills issued to party and take suitable actions & also instruct the field to take care in future while issuing supplementary bill.

ORDER

- 6.0 The Forum has come to the conclusion that Madhya Gujarat Vij Co Limited to revise the supplementary bill for HT tariff as per the data of LTMD bills issued to consumer and take suitable actions & also instruct the field to take care in future while issuing supplementary bill.


(H R Shah)
Technical Member


(Harsha S Chauhan)
Independent Member

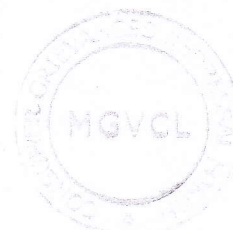

(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is : The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.**

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>

