

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-III-16-2019-20
Complainant	Shri Hasmukhbhai P Prajapati, B 10, Vallabh Darshan, Behind Saibaba Temple, Parivar Char Rasta, Waghodia Road, Vadodara
Respondent	Shri Khadilkar, I/c- Deputy Engineer & Shri Parthiv Vania, Junior Engineer both from Indrapuri s/dn of MGVCL.
Date of hearing	19.12.2019 at Corporate office, Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri M T Sangada, (RA&C) MGVCL Vadodara

The complaint dated 01.11.19 (recd on 05.11.19) regarding higher consumption of electricity after replacement of old meter.

1.0 On 19.12.2019, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Maheshbhai Dalwadi, appeared on behalf of complainant Shri Hasmukhbhai P Prajapati, whereas Shri Khadilkar, I/c- Deputy Engineer & Shri Parthiv Vania, Junior Engineer both from Indrapuri s/dn appeared as respondents 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 Old meter was replaced by new digital meter on 03.05.2017 at the installation of Shri Hasmukhbhai P Prajapati, B 10, Vallabh Darshan, Behind Saibaba Temple, Parivar Char Rasta, Waghodia Road, Vadodara, bearing con No.16635/00007/0 and contracted load of 1.5 KW.

2.2 On 27.06.2019, complain regarding fast working of meter installed at above mentioned premises stating that his bimonthly consumption get doubled though no any additional apparatus installed after replacement of old meter (meter no. MGVCL/742271) lodged by Shri Hasmukhbhai P Prajapati, at office of the Deputy Engineer, Indrapuri s/dn of MGVCL.

2.3 Deputy Engineer, Indrapuri s/dn of MGVCL informed to complainant for payment of meter testing fee as per clause No.6.29 of GERC Supply Code 2015 but complainant did not come forward for payment of required testing fee.



2.4 Complainant had lodged complain on 02.07.2019 at CRC at the office of Executive Engineer, Vishwamitry (E) dn stating that old meter is replaced on 03.05.2017 and no additional apparatus installed till April 2019 even though his consumption found on higher side and ask to give him justice without paying meter testing fee. He has also submitted statistics of his consumption from June July 2016 to April May 2019.

2.5 In turn of it, programme for testing of meter was arranged on 05.07.2019 and Deputy Engineer Lab of Vishwamitry (E) dn has tested the meter and apparatus installed at complainant premises in presence of consumer by accucheck meter and it is found that meter is working with accuracy of 0.08 which is in order. Also, connected load found is 6.331 KW.

2.6 Hearing at the office of Deputy Engineer of Indrapuri s/dn held on 10.07.2019 and ordered that "as per meter testing report as shown in 2.5 above, meter found working properly but as the connected load is found 6.331 KW i.e. 4.831 KW more than contracted load of 1.5 KW, complainant was directed to ask additional load & get it regularized".

2.7 Aggrieved by order of CRC, Deputy Engineer of Indrapuri s/dn, complainant appealed at CRC at the office of Superintending Engineer (Baroda City) Vadodara and hearing was held on 28.08.2019 and on going through available records and oral submission by complainant ordered that "as per report of meter testing carried out on 05.07.19 in presence of consumer, meter found working properly but higher consumption is found due to AC and Geyser and hence complain was disposed off".

2.8 Aggrieved by order of CRC, Superintending Engineer (Baroda City) Vadodara, complainant appealed at C G R F, MGVCCL Corporate office, Vadodara on 01.11.19 and hearing was held on 19.12.2019 at MGVCCL Corporate office.

3.0 The representative of the complainant contended that

3.1 Bimonthly consumption of the said installation after replacement of old meter (i.e. on 03.05.17) found almost doubled and for that he has submitted statistics of consumption from July 2012 to May 2016 and represented that even after no addition of any apparatus consumption found in increasing trend .

3.2 He has also raised grievance regarding capacity of apparatus installed e.g. on name plate of Geyser of Crompton make it is written as 2001 whereas as per testing taken by accucheck meter of MGVCCL it shows 3000 watts i.e. more 50%.

3.3 He has also submitted the bill of purchase of inverter AC dated 15.04.2019 in which it is shown as 1.5 Ton whereas accuracy test load seems 1.2 KW.

4.0 The respondent contended that



4.1 On receipt of complain at s/dn office, party was informed to pay Rs.118/ as meter testing fee but same was not paid by him.

4.2 As per directives of Vishwamitry East dn installation of consumer and his meter was tested on 05.07.2019 with accucheck meter by Dy Engr, Lab, of Vishwamitry East dn, and meter found in order. Also, testing of individual apparatus also carried out in presence of consumer to resolve his grievance and copy of checking sheet duly signed was handed over to consumer.

4.3 MRI of said meter was taken & from report, it seems that KW MD found about 2.25 KW i.e. (from 6.30 AM to 9.30 AM from July to Feb) and (19.30 onwards from March to June)

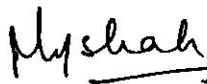
5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that meter under question is working properly and no error found beyond permissible limit. Hence, there is no need to change the meter.

ORDER

6.0 The Forum has come to the conclusion that meter under question is working properly and no error found beyond permissible limit but if complainant Shri Hasrnukhbhai P Prajapati, B 10, Vallabh Darshan, Behind Saibaba Temple, Parivar Char Rasta, Waghodia Road, Vadodara, is not satisfy with test results of accucheck meter, the meter shall be tested at 3rd party facility selected by the consumer from the list of 3rd party list approved by the Commission on payment of testing fee. As per clause No.6.37 of GERC Supply Code 2015, if complainant desire. List of 3rd party meter testing lab is attached herewith as Annexure A.


(M T Sahgada)
Technical Member


(A G Shaikh)
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>



Annexure A

Third Party Meter Testing Laboratories

In exercise of powers conferred under provision 5.4.9 of the National Electricity Policy 2005, the Gujarat Electricity Regulatory Commission has approved following five laboratories to be laboratories for independent third party meter testing facility;

Sr. No.	Name of the Laboratory	Contact Person and Address of the Laboratory	Validity of the approval
1	Yadav Measurements Pvt. Ltd.	Shri Pushkar Ameta Sr. Executive – marketing & Services, Yadav Measurements Pvt. Ltd., Plot No. 373-375, RIICO Bhama Shah Industrial Area, Kaladwas, Udaipur – 313 003. Tel. Nos. – 9929902623/ 9928881494, 0294-2654118, E-mail ID: ameta.pushkar@ymllabs.com	Till 13.10.2021
2	M/s Electronics and Quality Development Centre	Shri Dipak Chavda Quality Manager Electronics and Quality Development Centre, B-177/178, GIDC Electronics Estate, Sector 25, Gandhinagar -382 024, Tel. Nos. 079-23287120/22/23/24 E-mail ID: qm@eqdc.in	Till 05.01.2020
3	Electrical Research & Development Association	Shri Vinod Gupta Sr. Manager, Head of Section (EMTR), Electrical Research & Development Association, Vadodara Laboratory Complex, ERDA Road, GIDC, Makarpura, Vadodara – 390 010 Tel. Nos. 0265 – 3048017, 09978940924 E-mail ID: vinod.gupta@erda.org	Till 30.03.2021
4	Baroda Calibration Services, Vadodara	Shri Kanak Patel Head of Laboratory Baroda Calibration Services 638, GIDC, Makarpura, Opp. GCEL, Vadodara – 390 010 Tel. Nos. 09265320776, 08758899235 E-mail ID: jayesh@barodacalibration.com	Till 07.05.2020

