

**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

Reasoned Order

Subject	Consumer Grievances Complaint Complain No. MG-I- 6-2017-18
Complainant	Fulabhai Govindbhai Tobacco P Limited, Station Road, Laxmi Kul, Bhadran 388530, Tal: Borsad, Dist: Anand
Respondent	Shri Sunil Parikh, Executive Engineer Borsad division of MGVCL.
Date of hearing	19.01.2018 Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay CE (T&O) MGVCL Vadodara

Original complaint dated 30.03.2017 regarding supplementary bill issued for slowness of meter to the party. Therefore, party was called in CGRF for hearing on 21.04.17. Order accordingly was issued on dated 24.05.2017. Aggrieved to this order, complainant approached to Electricity Ombudsman & Electricity Ombudsman in its order dated 20.12.17 directed at para No.4.10 of that "CGRF is also directed to deal the issue as asked in review appeal by respondent and decide the grievance with appropriate reasoned order.

In accordance to the directives, CGRF called the complainant on 19.01.18 at Corporate Office MGVCL Vadodara to hear his grievance regarding %age slowness and its duration of the meter in question from 11.01.17 to 09.05.17 till meter got replaced.

Regarding slowness detected on 11.01.2017 i.e. 15.27%, Electricity Ombudsman has decided and directed the period of slowness from 08.12.2016 to 11.01.2017. Supplementary bill accordingly is required to be revised by the field office & to be issued to the party for the checking carried out on 11.01.17 hence original issue of supplementary bill is settled by ombudsman.

Now, on 19.01.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbhai Patel appeared on behalf of complainant Fulabhai Govindbhai Tobacco P Limited whereas Shri Sunil Parikh Executive Engineer of Borsad division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.



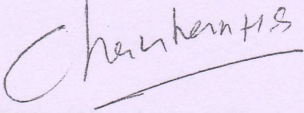
The representative of the complainant contended that now he has only the pending grievance which is to be decided is the %age slowness & period for issuing supplementary bill for the period from 11.01.2017 to 09.05.2017 i.e. till the replacement of meter.

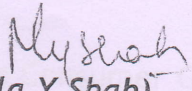
The respondent contended that on the basis of MRI report read on 08.05.17 at 12.20 PM, period of slowness worked out to 103 days, 5 hours, 42 minutes, with slowness of 4.72% as found on 09.05.17. Complainant on this issue agreed to the logic and arguments & accepted the facts.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed MRI report and concluded that duration derived for slowness of 4.72% is in order.

ORDER

The Forum has directed respondent Madhya Gujarat Vij Co Limited to issue supplementary bill for the period from 11.01.17 to 09.05.17 by considering slowness of 4.72% and period decided as per MRI report in respect of complainant Fulabhai Govindbhai Tobacco P Limited, Station Road, Laxmi Kul, Bhadran 388530, Tal: Borsad, Dist: Anand.


(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>

