

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-I-6-2017-18
Complainant	M/s. Fulabhai Govindbhai Tobacco P Limited, Station Road, Laxmi Kul, Bhadran 388530, Tal: Borsad, Dist: Anand
Respondent	Shri R D Chandel, Executive Engineer Borsad division office of MGVC
Date of hearing	21.04.2017 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVC Vadodara

The complaint dated 30.03.17 regarding supplementary bill issued for slowness of meter installed at his HT connection at Station Road, Laxmi Kul, Bhadran 388530, Tal: Borsad, Dist: Anand.

1.0 On 21.04.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Udaybhai Mahendrabhai Patel, Director of M/s. Fulabhai Govindbhai Tobacco P Limited appeared whereas Shri R D Chandel, Executive Engineer Borsad division office appeared as respondent on behalf of MGVC before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 The complainant is having 150 KVA HT connection at Station Road, Laxmi Kul, Bhadran 388530, Tal: Borsad, Dist: Anand had crossed the prescribed limits of 5% of Contract Demand four times in a year so as per clause No.4.95 of Supply Code Notification no.4/2015 suo-moto notice with estimate for additional 20 KVA was given.

2.2 By resetting of maximum demand ZERO on 19.09.2016, the Contract Demand was regularized to 170 KVA.

2.3 On 11.01.2017, there was HT installation checking at his premises where meter was found slow by 15.42%.

2.4 Last checking of the meter in question was carried out 31.05.2016 where meter was found working to minus 0.19% i.e. within permissible limits.

2.5 To issue the supplementary bill, last checking period was more than six months and further due to insufficient MRI data, as per the provision of

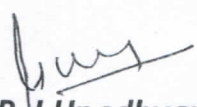


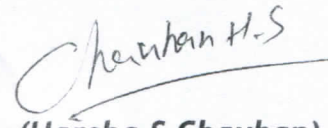
Supply Code, supplementary bill can be served for maximum last six months' period.

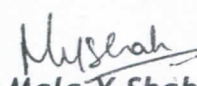
- 2.6 Accordingly, the supplementary bill of Rs.3,10,139.60 was served to the party.
- 3.0 The complainant contended against the supplementary bill for slowness of meter served to him that he is having seasonal business and is not aware of meter installed by company, not aware of the manufacturer of the meter nor he was shown meter and its condition at the time of installation. He expressed his views that he is only interested in production work and whatever energy bill he received he pays regularly so regarding slowness of meter he is not aware technicality. However, if rules and regulations are defined then he has no objection to pay balance amount of the supplementary bill.
- 4.0 The respondent contended that after payment of estimate issued under suo-moto, there was no need to replace existing CTPT so for releasing 20 KVA additional load only maximum demand was reset, last checking date was 31.05.2016. Now on 11.01.2017 during installation checking in the checking sheet No.2358 accuecheck meter was connected to the meter under question was found to be slow by 15.42%. Sufficient MRI data are not available so as per rules supplementary bill for slowness for 180 days is given of Rs.3,10,139.60. it is represented that whenever the period of slowness is not determined then, maximum six months period can be considered for issuing bill. According to that bill was served.
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per GERC Notification, bill issued is in order.

ORDER

The Forum directs the complainant M/s. Fulabhagai Govindbhai Tobacco P Limited, Station Road, Laxmi Kul, Bhadrn 388530, Tal: Borsad, Dist: Anand, to make payment of supplementary bill against slowness of meter immediately and also directs the respondent Madhya Gujarat Vij Co Limited to replace the meter in question at the earliest so as not to continue slow meter for longer period and prepare the final bill maintained and recover the same.


(B J Upadhyay)
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 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>

