

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-II-17-2017-18
Complainant	M/s. Gammon India Limited, At & Post : Kahanvadi Tal: Aanklav, Dist; Anand
Respondent	Shri R G Shah, Deputy Engineer, Aanklav s/dn of MGVCCL.
Date of hearing	22.09.2017 at Vadodara

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (CC & SDP) MGVCCL Vadodara

The complaint dated 09.06.17 (recd on 15.09.17 through Complaint Redressal Committee dated 05.07.17 [CRC]) regarding supplementary bill issued for slowness of meter with 57.6% slow.

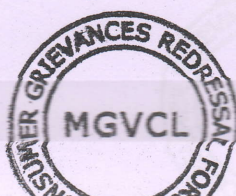
On 22.09.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Sudhirshree Vastv appeared on behalf of complainant M/s. Gammon India Limited whereas Shri R G Shah, Deputy Engineer, Aanklav s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. The complainant M/s. Gammon India Limited, having consumer No.04419/00963/2, Contract load of 92 KW.
2. Date of checking 26.04.17 with checking sheet No.1848
3. Slowness of meter with 57.6% amounting to Rs.8,28,846.23

The representative of the complainant contended that supplementary bill issued for last six months period is exorbitant and sine they being Central Government of India undertaking company (PSU under Ministry of Railway). CRC was held on 04.07.17 and in the order dated 05.7.17, they have requested to give them four instalments for payment and Chairperson of CRC Anand ordered that **"Meter in question is under dispute and consumer is directed to pay supplementary bill immediately and as requested for instalments the issue may be dealt by taking necessary actions by field office as per rules"**.

MRI data of meter in question of make M/s. Genus Meter was taken on 26.04.2017 and sent to Anand lab on 01.05.17 and to the company meter manufacture on 01.05.17. On 10.05.17, MRI data result not retrieved M/s. Genus due to very old meter and old software which were not available with them after hard making efforts by the company. Hence, due to non-availability of MRI data, the supplementary bill was issued for last six months amounting to Rs.8,28,846.23.



Alternatives, the applicant had also requested on 09.06.17 to Division Office Borsad and on 13.06.17 to recheck the meter. The company had received a letter from S E (O&M) Anand MGVL for hearing his submission on 27.06.2017 and it was decided to install parallel meter at their installation to recheck old meter. The company has agreed that whatever results will come out will be abide by them. On 01.07.17, the meter was kept in series by SDO.

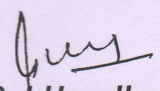
The respondent contended that on 04.07.17, CRC was held at Anand and ordered that supplementary bill issued is in order and to be paid in four instalments as per company's request. On 10.7.17, S E (O&M) Anand MGVL has referred the matter to Chief Engineer(T&O) MGVL Vadodara asking guidelines for instalments, to MRI data collection by M/s. Genus Meter make company at the site for further investigation and study the behavior on disputed meter.

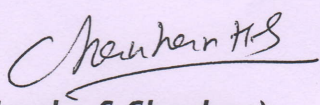
On 24.05.17, Meter manufacturer representative conveyed that meter RTC has got affected hence RTC related factors like ToD, billing data, MD etc not recorded in correct time. The meter has continuous voltage unbalance and phase missing behavior and need to verify meter at their manufacturer end.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that due to non-availability of factual data of the MRI of the meter, a bill is issued for last six months from the date of checking is in order.

ORDER

The Forum has directs the complainant M/s. Gammon India Limited, At & Post : Kahanvadi, Tal: Aanklav, Dist; Anand, to pay supplementary bill amounting to Rs.8,28,846.23 which is issued against the slowness for the period of last six months from the date of checking as per clause No.6.58 of Electricity Supply Code 2015. *is in order.*


(B. J. Upadhyay)
Technical Member


(Harsha S Chauhan)
Independent Member

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>

To
 M/s. [illegible] India Limited
 [illegible] - Kankarvadi
 [illegible]
 [illegible]

Complaint No. MG-11/17-2016-17

MD OFFICE, MGCL
 No. [illegible] Dt. 15/09/17

Ref: Your grievances regarding supplementary bill.
 Ref: Your application dated 06.09.2017 (recd on 15.09.2017 thr. CRC).

Dear Sir,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Thanking You,

Yours Sincerely,
 For & on behalf of CGRF

[Signature]
 (B. C. Mahipatkar)
 Convener

Encl: As above

Clings along with order to:

ETA to MD MGCL, Corp Office, Vadodara
 C.E. (TSO) MGCL, Corp Office, Vadodara
 C.O. [illegible]
 SE (TSO) MGCL - EO [illegible]
 SE (TSO) MGCL D.O. [illegible]
 DE Anandav S/dh.

It is requested to submit Action Taken Report within 7 days from the date of issue of this letter.