

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-12-2017-18
Complainant	Shri Himanshubhai Naik, OPP: SSG Hospital, Salatwada, Vadodara
Respondent	Shri D J Shah, Deputy Engineer of Tower s/dn of MGVCL.
Date of hearing	13.06.17 at Anand MGVCL

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara

The party's complaint dated 2.06.17 regarding supplementary bill for slowness of meter.

On 13.06.17, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Himanshubhai Naik himself and Shri Yogesh Shah appeared on behalf of complainant whereas Shri D J Shah, Deputy Engineer of Tower s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. The complainant is a medical practitioner having 3 phase connection with the load of 75 KW under LTMD tariff.
2. Installation under question was checked on 20.10.2016 and found to be 48.07% slow & additional bill amounting to Rs.2,37,918.53 was issued on 07.10.2016 w.e.f. 11.5.2016 to date of checking i.e. 20.10.2016 which was corrected in CRC as the last date of checking of 11.04.2016. Hence, bill may be revised in line with provisions of Supply Code Regulations, 2015.
3. As per Complaint Redressal Committee (CRC) order dated 20.04.2017 additional bill was revised to six months' period from the date of checking. Accordingly, on 11.05.2017 revised bill of Rs.2,45,805.78 was issued.

The representative of the complainant contended that bill issued is of very high amount & percentage slowness may not be of six months' period for which bill has been issued. However, during the verbal submission, complainant argued that they were verbally informed by the MGVCL that additional bill of about Rs.25000 to Rs.30000 may come for which they had no objection. Further, they continued their arguments that their consumption from May 2015 to Oct 2015 against May 2016 to October 2016 was less inspite of meter declared as slow consumption as increased in 2016 so they have requested that supplementary bill may be revised accordingly and needful action may be done.

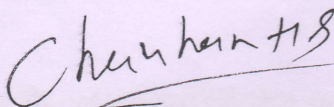


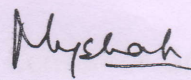
The respondent contended that MRI were also taken but there are no instances observed for exact period for ascertaining defective slowness of the meter. However, MRI data are also current base, hence there were no instances voltages events are observed so as per the Supply Code Regulations, 2015, clause No.6.33, whenever the exact data cannot be ascertained to MRI then additional bill was period of six months should be given so accordingly, SDO has issued the bill. Further, since this unit is a hospital lighting unit hence consumption of units which complainant's claim cannot be considered.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that bill should be given as per Supply Code Regulations, 2015, clause No.6.33 for six months' period.

ORDER

The Forum has come to the conclusion that the supplementary bill issued by the respondent Deputy Engineer of Tower s/dn, Vadodara (City) of Madhya Gujarat Viji Co Limited, to the complainant Shri Himanshubhai Naik, OPP: SSG Hospital, Salatwada, Vadodara, is as per Supply Code Regulations, 2015 clause No.6.33 i.e. period for past 6 months considered for issuing supplementary bill is in order.


(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>

