

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-I-05-2016-17
Complainant	M/s. Krison Engineering Works, 749/9 GIDC, Makarpura, Vadodara
Respondent	Shri H J Shah, Deputy Engineer of GIDC Makarpura s/dn of MGVCCL
Date of hearing	12.05.2016 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Ms Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVCCL Vadodara

The complaint dated 16.04.2016 regarding slowness of meter and supplementary bill.

On 12.05.2016, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri B R Gupta, the owner & Shri Shivprakash Tiwari, Accountant appeared on behalf of M/s. Krison Engineering Works whereas Shri H J Shah, Deputy Engineer of GIDC Makarpura s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. M/s. Krison Engineering Works bearing consumer No.14212/51153/3 at 749/9 GIDC, Makarpura, Vadodara having 47 KW contract load and LTMD tariff.
2. The connection was checked by MGVCCL's GIDC checking squad on dated 11.02.2016 and found metering system slowness due to wrong phase association of CT wiring. As per accurate check meter slowness found 77.62%.
3. The said connection was also checked by MGVCCL on dated 29.01.2015 and found OK.
4. Additional supplementary bill for slowness was issued amounting to Rs.5,68,855.36 on 17.02.2016.
5. Complainant has paid 50% of supplementary bill under protest amounting to Rs.2,84,428/- on 23.02.2016 and preferred to raise grievances.

The complainant contended that he is not satisfied with the CRC order issued by circle office of MGVCCL vide letter no.BCC/T.1/1798 dated 28.03.2016. All seals of metering system at the time of checking were ok so they have not made any mala fide activity. Hence, the wrong wiring reported at the time of checking is unknown to him. The metering system wiring was done by MGVCCL. He also disagrees with the %age slowness detected by MGVCCL checking team. The calculated Units consumption given in supplementary bill is not matching with their use and consumption pattern.

Their factory is a manufacturing unit for fabrication of pressure vessels for chemical industries. It is requested to check their consumption after replacement of meter which is also not to the extent of % slowness claimed by MGVCL and hence requested Forum to give justice.

The respondent contended that the connection were thoroughly checked at the time of checking dated 11.02.2016 and with the instantaneous parameter checking and meter found slow by 77.62%. The meter seals were found ok. While detailed investigation, wrong phase association found at terminal log of CT meter. The MRI data of the meter was down loaded and found that tampered data for current failure in R phase is for 1324 days and CT failure in B phase is for 1258 days. Hence, there is no correct recording looking to the tampered data. He has also presented the consumption statement for year 2013, 2014, 2015 & upto 04.05.2016 and found that average consumption is found 1467 units, 1743 units, 1738 units & 1368 unit respectively upto Feb 2016. The wiring rectified on dated 25.03.2016. Next bill of Apr 2016 is for 5484 units (25/03 to 04/04 1392 units & 04/04 to 04/05/2016 4661 units) and May 2016 for 5095 units. The consumption pattern seems justified as per slowness detected. As per GERC Notification 11 of 2005 supply code clause 6.4.8 and letter MGVCL/CE(Proj)/488 dated 30/09/2015, additional bill for slowness is issued for 378 days - 73040 units, Rs 5,68,855.36 i.e. upto previous checking dated 29/01/2015.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that due to wrong CT wiring of metering system, the meter recorded less units.. MGVCL had used calibrated LT accuecheck meter of 0.2 class accuracy for checking & detected 77.62% slowness. The industry is engineering unit and in the business of manufacturing of chemical vessels and pressure vessels for which consumption is directly related with the order on hand. As per checking sheet No.594 dated 29.01.2015, the metering system was declared OK but as per tampered data of meter, the problem seems long back. However, as per previous checking date 29.01.2015, no abnormality in metering system was noted. Hence, slowness can be considered after that. Now, as per provisions of Supply Code, clause No.6.1.8 maximum previous six months' period to be considered for billing.

In view of the above discussion, the Forum is of the opinion that as per lab test certificate of MGVCL the MMB seal of meter found OK. The consumer is not involved in any malafide activities but the wrong wiring has resulted into incorrect recording, for which, the consumer has to pay additional bill amount for less recorded units due to slowness of metering system.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bill in respect of M/s. Krison Engineering Works, 749/9 GIDC, Makarpura, Vadodara, issued against less units recorded for maximum period of six months.

(B J Upadhyay)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
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>