

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-02-2018-19
Complainant	M/s. Nimaco Synthetic P Ltd., C 1/ 254 GIDC, Por, Tal & Dist: Vadodara
Respondent	Shri N N Parmar, Deputy Engineer, Jambuva s/dn of MGVCL.
Date of hearing	02.06.2018 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri H R Shah, (RA&C) MGVCL Vadodara

The complaint dated 04.05.18 regarding objection raised for supplementary bill issued against slowness of meter.

1.0 On 02.06.18, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Sureshbhai Kodinaria appeared himself as complainant whereas Shri N N Parmar, Deputy Engineer, Jambuva s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

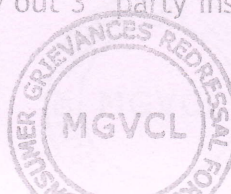
2.0 The brief history of the case is as under:

2.1 Party is having his shed at Plot No.C/254 GIDC Por, having contract load of 27 KW provided with CT operated meter.

2.2 Party in question, whose installation was checked on 07.02.2018 vide checking sheet No.969 through accuecheck testing meter. After checking meter was found slow by 31.94%

3.0 The representative of the complainant contended & agreed to the situation that there were some loose connections in one of the phases of PT so he advised that, MGVCL should be more careful for such type of connection so that slowness or any other abnormalities did not arise but for this case they are not agreed and accept the continuous slowness 31.94% for six months through out. They argued that there may be the stages of different %age of slowness during six months and might have happened that on the date of checking slowness was detected as 31.94%. Hence, supplementary bill issued for entire six months for 31.94% slowness cannot be accepted.

4.0 The respondent contended & complied to their objection that after detection they were given 15 days to put forward their objection / representation regarding willingness to carry out 3rd party inspection which was not done by the



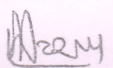
party. So on completion of 15 days, the meter in question was removed and replaced by new one and supplementary bill of Rs.97,093/- for slowness for the period of six months due to voltage imbalance from the date 24.7.17 was issued. Infact, the voltage imbalance was found more than six month but as per the clause No.6.58 of Electricity Supply Code 2015, bill for last six months of 14168 units (Rs.97093/-) have been issued.

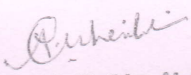
In the MRI taken, it shows there is an imbalance in voltage in one of the phases L-3. Imbalance voltage occurrence was done @ 156-160 volts & restoration was done at @ 182-184 volts. So, voltage available to meter was in this range in L-3 phase. While meter in question being a CT operated meter, service cable was connected directly to mains of consumer end & consumer was getting 220-240 volts regularly in all the 3 phases, so meter was running continuously slow during last six months, hence, it is not possible to extract or to arrive at the exact MRI data for the period of slowness. Therefore, in this case, billing for last six months prepared and issued seems to be in order.

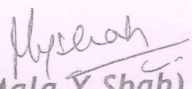
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed, MRI sheet, checking sheet and arrived at following conclusion that the supplementary bill against slowness issued is in order.

ORDER

- 6.0 The Forum directs complainant M/s. Nimaco Synthetic P Ltd., C 1/ 254 GIDC, Por, Tal & Dist: Vadodara, to make the payment of supplementary bill of Rs.97,093/- against slowness of meter.


(H R Shah)
Technical Member


(A G Shaikh)
Independent Member

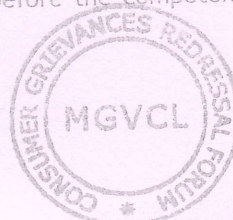

(Smt Mala Y Shah)
Chairperson

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>



Tel: (079) 2310 447
 Fax: 2310 547 to 46
 Fax: (079) 9255 2340/47
 Email: mgvcl@mgvcl.org

To
 M/s. MINDA SYNDICATE
 C-11, 154 GIDE
 Vadodra

Subj: Your grievances regarding energy bill against show-up of meter
 Ref: Your application dated 04.05.14

Dear Sir,

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

Thanking You,

SEKAM U

For & on behalf of MGVCL

[Signature]
 D. C. Maheshwari
 Chairman

CC: As above

MGVCL along with order to

1. M/s. MINDA SYNDICATE, C-11, 154 GIDE, Vadodra

2. M/s. MGVCL, C-11, 154 GIDE, Vadodra

3. M/s. MGVCL, C-11, 154 GIDE, Vadodra

4. M/s. MGVCL, C-11, 154 GIDE, Vadodra

5. M/s. MGVCL, C-11, 154 GIDE, Vadodra

6. M/s. MGVCL, C-11, 154 GIDE, Vadodra

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