

Consumer Grievances Redressal Forum

(Formed Section 181, Sub-section (C) of the section 42 of The Electricity Act, 2003 and Regulatory (GERC) Notification No. 4 of 2004).

MADHYA GUJARAT VIJ CO LIMITED

Circle Office, Bhuravav Road, Power House, GODHRA – 389 001.

Email Id: cgrf.godharaco@gebmail.com

N.C. Vaidya

Contact No: 98792-02444

Ref. No: GDC/O&M/EE(T)/CGRF/Hearing/2021-22/7419

Date: 23-Sept-2021

Complaint No: MG-GDR-II-1 / 2021-22

To
Shri Tulsi Enterprise
Near Petrol Pump
VEJALPUR. Taluka: Kalol (Dist. PMS)

Subject: Your grievances regarding to refund of meter running 250% fast

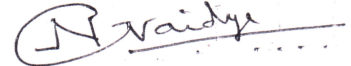
Reference: Your application dated 25/05/2021 (Received on 07/07/2021)

Dear Sir/Madam,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum, MGVCCL, Circle Office, Godhra as mentioned above.

Thanking you,

Yours Sincerely
For & on behalf of CGRF



(NC VAIDYA)
Convener

Encl. As above

Copy fwcs along with order to:

1. ETA to MD MGVCCL Corp Office, Vadodara
2. C E (Proj) MGVCCL Corp Office, Vadodara
3. ACE (R&C) MGVCCL, Corp Office, Vadodara

Copy to:

1. SE (O&M), MGVCCL, CO, Godhra
2. EE (O&M), MGVCCL, D.O., Halol
3. DE MGVCCL, Sub-division, Vejalpur.

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

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 REDRESSALFORUM
MADHYA GUJARAT VIJ COLIMITED
CIRCLE OFFICE, POWER HOUSE COMPOUND,
GODHRA - 389 001.**

Subject	Consumer Grievances Complaint No.MG-GDR-II-1/2021-22
Complainant	Shri Tulsi Enterprise, Near Petrol Pump, Vejalpur, Ta: Kalol, Dist. Panchmahals.
Respondent	Shri K.M. Sanghada, Deputy Engineer, MGVCL, Sub- division Office, Vejalpur.
Date of hearing	15/07/2021 & 27.08.2021 both at MGVCL Circle Office Godhra.

QUORUM	NAME
Chairperson	Shri A.G. Shah, Nadiad
Independent Member	Shri D.I. Patel, Baroda
Technical Member	Shri K.B. Dhebar, ACE (RA&C), MGVCL, Corporate Office, Vadodara.

The complaint dated 25/05/2021 received on 25/05/2021 regarding refund for meter running 250% fast.

1.0 Hearing was arranged on 15/07/2021 at MGVCL CO Godhra and the case of complainant's grievances was heard before Consumer Grievances Redressal Forum wherein Shri Nadimbhai and Shri Khalidbhai attened on 15/7/2021 whereas Shri Khalidbhai attended on 27/08/2021 whereas (1) Shri V.R. Bhuria, Junior Engineer, MGVCL, Sub-division Office, Vejalpur and (2) Shri K.M. Sanghada, Deputy Engineer, MGVCL, Sub-division Office, Vejalpur 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 The party has represented on telephone regarding fast working of 3-phase meter installed at the premises of consumer No: 20051/05192/3 on dated 16/1/2021.

2.2 On the same date party had paid testing fees Rs. 354/- vide Receipt No.021863 dated 16/1/2021. DE MGVCL, Vejalpur replaced the 3-phase fast working meter as per consumer complaint dated 16/1/2021 and replaced by new meter vide Checking Sheet No: HAL-748.

3.0 The representative of complainant contended that:

3.1 The representative of Shri Tulsi Enterprise contended that they have 3-phase connection of 74.6 KW with consumer No: 20051/05192/3.



- 3.2 They observed that from the production cost as it was higher with other industries and noticed that the meter is working fast .
- 3.3 Accordingly, they have complained on telephone on 16/1/2021 and replaced the meter on payment of meter testing charges on the same day.
- 3.4 The Forum Member asked the complainant to produce the written application submitted to concerned MGVL Sub-division submitted for the same matter.
- 3.5 Accordingly the representative requested the Forum for some time to search out the application any, regarding the representation and Forum granted the same.
- 3.6 Accordingly the Forum called the applicant on 27/8/2021 along with the relevant documentary proof.
- 3.7 In that party produced the application dated 6/7/2020. In the application the consumer has shown the consumer No: 20051/05059/5 which does not tally with the consumer as 20051/05192/3.

4.0 The respondent contended that:

- 4.1 Shri V.R. Bhuria, Junior Engineer, MGVL, Sub-division, Vejalpur represented that the complaint was received on 16/1/2021 and on the same date meter testing charge was paid and on the same date i.e. 16/1/2021 3-phase meter against the complaint was replaced. As per the checking sheet remark for inspection in laboratory, the laboratory inspection was carried out on 4/2/2021 and accordingly the meter P.T. supply was applied and meter KWH pulse was flickering and passed remark for further inspection at Manufacturing Unit of HPL Meter Company. The HPL Electric and Power Limited Company, vide letter No: HPL/MGVL-Vadodara/AR/2021 dated 7/4/2021 provided result as, *"As per analysis of meter hardware, it seems internal component has gone faulty, resulted product is faulty and billing can be done as per your prevailing practices."*
- 4.2 Shri Sanghada, Deputy Engineer, MGVL, Sub-division, Vejalpur on 27/8/2021 further clarified that testing result of 250% fast may vary at the testing at laboratory.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the record submitted.

- 5.1 The Company HPL Analysis Report shows as component gone faulty.
- 5.2 The meter was changed on 16/1/2021 with 007 KWH initial reading and thereafter first reading was carried out on 25/1/2021 as 10694 KWH i.e. for ten days consumption same comes as 10687 units.
- 5.3 Considering 10687 for 10 days for one day consumption comes to 1068.7 units.



5.4 As per Notification No: 6.58 for defective/stuck/stopped/burnt meter, the consumer shall be billed on the basis of average consumption of the past 3 billing cycles.

5.5 Accordingly, the consumer may be refunded considering 3 billing cycles.

ORDER

The Forum has come to the conclusion that the complaint for fast working meter of the consumer is found true. Considering 1 day consumption as 1068.7 i.e. for 3 billing cycles to be excessive unit, above these units to be refunded.

Absent
(Shri K.B. Dhebar)
Technical Member

[Signature]
(Shri D.I. Patel)
Independent Member

[Signature]
(Shri A G 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

