

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2019 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-13-2024-25
Complainant	M/s. K J Enterprise, Plot No.2221, Phase-4, GIDC Estate, VUnagar 388121
Respondent	Shri K S Vankar, Deputy Engineer, Vidyanagar s/dn of MGVCL
Date of hearing	22/07/2024 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri S P Trivedi, Vadodara
Technical Member	Shri B J Desai, (RA&C) MGVCL Vadodara

The complaint dated Application dated 28.06.2024 (CRC On 21.06.2024) regarding slow meter assessment period.

1.0 On 22.07.2024, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Arjun Waghela, Accoutant, appeared on behalf of complainant M/s. K J Enterprise whereas Shri K S Vankar, Deputy Engineer, Vidyanagar 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 During installtion checking on date 26.03.24, Meter was found 49.17% slow during accuracy check at M/s. K.J.Enterprise, Plot No.2221, Phase-4, GIDC Estate, V.U. Nagar, consumer number 01201/004496/0. Checking Sheet No. 968 was filled up by the Checking Officer in this regard.MRI of the meter was taken on date 27.03.24

2.2 Considering slowness of 180 days, Supplementary bill of 24955 Units amounting to Rs.227195/- was issued to the consumer by MGVCL Sub-Division Office vide L.No.VVN/Legal/1442 dated 28.03.2024.

2.3 In response to letter dated 06.04.2024, MRI report was issued to consumer on dated 08.04.2024.



2.4 The complainant had approached C G R F MGVCL Vadodara vide their application dated 03.05.2024, submitting objection against issue of supplementary bill dated 28.03.2024 amounting to Rs.2,27,195/-. They requested to reduce supplementary bill amount for the period of 84 days instead of 180 days in light of MRI report of energy meter.

2.5 The above application was forwarded to CRC S E (O&M) Anand Circle to call the complainant in CRC and solve the complaint.

2.6 CRC Anand (O&M) Circle, had called the complainant on 20.06.2024 and heard their representation and issued order dtd. 21.06.24, that "Supplementary bill given by Deputy Engineer, VV Nagar to M/s. K.J. Enterprise regarding slow moving meters is proved to be as per the company's rules, so take appropriate action for recovery within 7 days and report the action taken in this regard".

2.7 Thereafter, the complainant has approached Convener C G R F vide their letter dated 28.06.2024 to solve the complaint at CGRF MGVCL Vadodara.

3.0 The representative of the complainant contended that -

3.1 The complainant has requested Forum to give justice by revising supplementary bill from 180 days to 84 days based on the MRI report.

3.2 Customer's representative requested to bill only 84 days on the basis of 84 days 22 hours, 7 minutes, 21 seconds of B phase CT open 72 count of MRI report's tamper summary.

4.0 The respondent contended that -

4.1 After checking the electricity installation, supplementary bill of Rs.227195/- has been issued for 180 days and 49.17% slowness.

4.2 It is based on the fact that only 84 days have been sought for the supplementary bill from the customer. It belongs to the tamper summary report of the MRI report.



4.3 Checking the electricity consumption after changing the customer's meter, the consumption of the current year and previous year has doubled in that month.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:

5.1 As per GERC Supply Code 2015, clause No.6.33, 6.34 regarding Testing of defective meter is as under:

Clause No. 6.33:

The licensee shall dispatch the test report to the consumer, to be received under acknowledgment, within 2 working days of the date of testing. In case of faulty meter, rectification for a maximum period of six months or from the date of last testing, whichever is shorter, on the basis of the test report, shall be adjusted in the subsequent bill.

Clause No. 6.34:

If a consumer disputes the results of testing, he may appeal to the Consumer Grievance Redressal Forum (CGRF) which shall adjudicate upon the matter.

5.2 The Installation was checked on date 26.03.24. The existing Meter of Make :Visiontek Sr.No. MCT58827 having 100/5 Capacity was found having slowness of 49.17%. As per Checking Sheet No.968 dtd. 26.03.24, Instaneous current displayed on meter were as below.

R=0.0; Y=9.446; B =8.326

Whereas ampere displayed on the Acucheck Meter were as below.
C1=15.59; C2=9.418; B=10.114

The above referred meter was replaced on date 2.4.24 and checking sheet no.1742 was filled up. As metioned in the said checking sheet, the "R" Phase in the old meter shows 0.00 Amp although there is actual loading running on "R" Phase.

5.3 Prior to 26.03.24 , the installation was checked on date 26.09.23 and the meter's error was found within permissible limit, and checking sheet No.02076 was filled.

5.4 As per MRI report taken on 27.03.24, complainant requested to revise bill for 84 days on the basis of MRI report.



5.5 As per MRI tamper summary report dated 27.3.2024,

R Phase CT Open for 2 days 2 hours 5 minutes and 5 seconds (Persisting);
Y phase CT open for 0 days 0 hours 51 minutes and 15 seconds (Restored);
B Phase CT Open for 84 days 22 hours 7 minutes and 21 seconds (Restored).
Thus, in all, the CT remained open for about 87 days.

5.6 The period of slowness of 49.17% may be revised considering 87 days instead of 180 days.

ORDER

6.0 The Forum has come to the conclusion that -

6.1 The supplementary bill for the slowness of 49.17% shall be issued considering 87 days instead of 180 days in respect of complainant M/s. K J Enterprise, Plot No.2221, Phase-4, GIDC Estate, VUnagar 388121.

6.2 Respondent, Deputy Engineer, Vidyanagar s/dn MGVCCL shall issue revised bill within seven days from the date of issue of this order.


(B J Desai)
Technical Member


(S P Trivedi)
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.3.19 (viii) of GERC Notification No.2 of 2019.

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

