

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-II-07-2018-19
Complainant	Shri Radhasharan S Patel, OPP: Tirupati Petrol Pump, Anand Sojitra Road, At & Post : Karamsad, Tal & Dist: Anand
Respondent	Shri N M Dalwadi, Deputy Engineer, Mogri s/dn of MGVCL.
Date of hearing	17.07.2018 at Corporate Office 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 21.06.18 recd on 26.6.18 regarding supplementary bill against slowness of meter.

1.0 On 17.07.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbhai A Patel, appeared on behalf of complainant Shri Radhasharan S Patel whereas Shri N M Dalwadi, Deputy Engineer, Mogri 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:

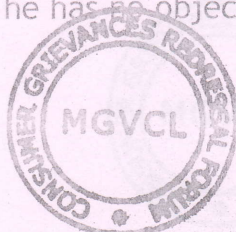
2.1 There exists 90.5 KW Contract Demand LTMD connection for Petrol Pump purpose on the above location.

2.2 The same was checked on 22.03.2018 by accuecheck where meter was found slow by 46.45%.

2.3 Last checking of the meter in question was carried out on 03.11.2017 by installing new composite meter.

2.4 According to slowness detected on 22.03.2018 of 46.45%, the supplementary bill of Rs.1,86,816.71 was served to the party for the period from 03.11.2017 to 22.03.2018.

The representative of the complainant contended that he has a major grievances regarding period of slowness assessed for issuing supplementary bill otherwise regarding slowness he has no objection. He was of the strong opinion



that the period for slowness should be considered from MRI report. In the MRI report on 22.02.2018, B phase PT voltage had become ZERO upto the rectification date 07.04.2018. So supplementary bill for slowness may be calculated final reading on 07.04.2018 as 27318.18 KWH and initial reading on 12.02.2018 as 19549.25KWH, the difference works out to 7768.93 units so slowness of 46.45% may be considered for this period and for this unit.

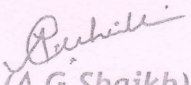
The respondent contended that slowness of 46.45% as found on 07.03.2018 during checking of installation and supplementary bill was issued to the party from the last date i.e. meter installed on 03.11.2017 to 07.03.2018 of Rs.1,86,816.71. Complainant on this issue had raised the grievances for period of assessment with the argument that last date of installation checking i.e. installation of meter should not be considered but MRI datas should be considered and bill should be given to him.

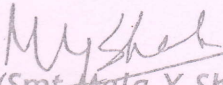
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed MRI report and concluded that duration of 12.02.2018 to 07.04.2018 derived for slowness of 46.45% may be done on the basis of MRI record.

ORDER

The Forum has directed respondent Madhya Gujarat Vij Co Limited to issue revised supplementary bill for the period from 12.02.2018 to 07.04.2018 by considering slowness of 46.45% as per MRI report in respect of complainant Shri Radhasharan S Patel, OPP: Tirupati Petrol Pump, Anand Sojitra Road, At & Post : Karamsad, Tal & Dist: Anand.


(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>

To
Shri Radhasnikan S Patel
OPP: Timpali Petrol Pump
Anand Sojitra Road, At & Post
Tal & Dist. Anand



Subj: Your grievance regarding ... bill against fairness of meter.
Ref: Your application dated 21.06.18 ... 26.6.18

Dear Sir,

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

Thanking You,

Yours Sincerely,
For & on behalf of CGRF

[Signature]
B. C. Mahajan
Convener

Encl: As above

Copies of order with order to:

PTA to MGVCCL Corp Office, Vadodra
C.E. (PWA) MGVCCL Corp Office, Vadodra
Copy to:
1. (Genl) MGVCCL - CB Anand
2. (Genl) MGVCCL DO Anand Road
3. MGVCCL Mohal s/dh

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