

**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-IV-122-2014.15
Complainant	M/s. Surati Sweets & Snacks P Ltd., OPP: Jain Irrigation, Dhobikuva Village, Padra Jambusar Highway, Tal: Padra, Dist : Vadodara.
Respondent	Shri V P Date, Deputy Engineer Mobha S/dn of MGVCCL
Date of hearing	27.03.2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCCL

The complaint dated 12.03.2015 regarding slowness of meter.

On 27.03.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bankim H Vyas appeared as complainant on behalf of M/s. Surati Sweets & Snacks Pvt. Ltd., whereas Shri V P Date, Deputy Engineer Mobha 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. The complainant is having LTMD connection with 73 KW contract load bearing consumer No.09216/00164/0 at Padra-Jambusar Road, Village Dhobi-kuva, Tal-Padra.
2. The connection was checked by Junior Engineer, Mobha s/dn of MGVCCL on dated 28.02.2015 and the meter found 17.182% slow, checking Sheet No.815 dated 28.02.2015 is prepared.
3. The meter was checked by LT accuecheck meter and also MRI data downloaded. From MRI data, it seems that R phase PT Voltage is missing since 02.07.2014 and for the same period when R phase PT is available only 177 Volts is available to meter.
4. Deputy Engineer Mobha s/dn of MGVCCL has issued supplementary bill amounting to Rs.1,03,279.91 for 242 days.

5. The complainant has paid the above said bill UNDER PROTEST on dt. 9-3-2015 vide M.R.No.MP634621 with a request to replace 3 ph. Meter with immediate effect & wants to approach CGRF.

The complainant contended that they are not agreed with the slowness of the parameter. Also, there is no difference in consumption comparing with the last year.

The respondent contended that the meter installed at the party's premises is of CT operated. The meter was checked by LT accuecheck and slowness is derived on the actual parameters of site condition as 17.18% slow. They have also retrieved MRI data and found that R phase PT is missing number of times. As & when PT not available meter will get 33% slow and whenever the PT available due to loose contact and corrosion of R phase, voltage to meter display circuit is only 177 Volts against 230 Volts, hence, actual slowness detected bill issued to the consumer for 17.182% slowness for broken P.T.contact, slowness arrives at 33%, but due to looseness it actually arrives at 17.182% slowness. So analysis is in order.

The Forum Members present at the hearing considered contention of both the parties and perused the records of MRI data and observed that supplementary bill is issued for 242 days. As per provision under GERC Electricity Supply Code, clause No.6.1.8 states that for slowness of LTMD type meters, supplementary bill for maximum 180 days can be issued. As per MRI data R-phase PT total missing is for 18 days and 13 hours (33% slowness) and balance period of 162 days for loose connection calculated with 17.182% slowness. The R-phase contact damaged by squirrel (prepared nest in Meter Box) causing loose contact. By considering both the above aspects, supplementary bill required to revise for 13392 units instead of 15786 units.

The forum is of the opinion to revise the supplementary bill issued by considering actual phenomena recorded in MRI data and maximum period of total 180 days. Refund amount may be adjusted in next ensuing bill cycle.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the supplementary bill from 15786 units to 13392 units and give credit of 2394 units in next ensuing billing cycle in respect of complainant Shri Bankim H Vyas of M/s. Surati Sweets & Snacks P Ltd., OPP: Jain Irrigation, Dhobikuva Village, Padra Jambusar Highway, Tal: Padra, Dist : Vadodara.

(A G Shah)
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>