

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-II-63-2011.12
Complainant	Rangoli Marbles, C/o Nitinkumar Ramanbhai Patel Plot No.1/B, Modasa Road, GIDC Kapadwanj, Dist:Kheda
Respondent	Nobody present from MGVCL
Date of hearing	21.10.2011.

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 19.9.11 is for excessive revised energy bill.

Today on 21.10.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nitinbhai Patel, appeared on behalf of M/s. Rangoli Marbles, whereas nobody present on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

- (1) The complainant has consumer No.01904/01384.8
- (2) The meter was checked at site on 4.9.11, it was found 38.69% slow and supplementary bill of Rs.67438.37 was served.
- (3) The complainant insisted for lab testing fees paid. The same meter was tested on 23.8.2011 in Mehmadabad lab and it was found 58.44% slow. The supplementary bill of Rs.1,58,959.44 was served.

The representative of the complainant Shri Nitinbhai Patel contended that the same meter is tested at two different locations showing different slowness i.e. 38.69% at site and 58.44% at Mehmadabad lab. They believe that the same meter cannot show such a wide variation in slowness. There is something wrong and Forum is requested to give justice.

The Respondent Shri R M Patel, had in earlier hearing dates 7.10.11 that the complainant had insisted to test in lab and accordingly meter was tested in lab in their presence where meter showed 58.44% slowness. The complainant has to pay according to the latest report. In this hearing, nobody from MGVCL was present.

The Forum Members present at the hearing considered contention of both the parties and perused the records. There are wide variation in %slowness when tested at site and tested in lab. From the records, it is due to input voltage variations. The input condition of electricity supply is not maintained / simulated in lab and hence the %slowness found in lab is not valid.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant on the basis of site testing should be considered valid and the complainant has to pay Rs.67,438.37 and not Rs.1,58,959.44.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.67438.37 from the complainant.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

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>