

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 Complain No.MG-II-30-2010.11
Complainant	M/s. Royal Cushion Vinyl Products Limited at Plot No.319, Village : Baska, Tal: Halol, Dist:Panchmahal
Respondent	Shri D H Chaudhari DE Halol of MGVCL
Date of hearing	14.10.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

This complaint is directed against the supplementary bill of Rs.5,77,708.86 dated 27.7.2010 issued by the MGVCL to the complainant.

Today on 14.10.2010, the case of the Complainant's Grievance was heard before Consumer Grievance Redressal Forum wherein Shri P B Paradia and Shri Pravinkumar, appeared on behalf of M/s. Royal Cushion Vinyl Products Limited, whereas Shri D H Chaudhari DE Halol appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The back ground details of the case are as under:

On checking date 22.08.2007 energy meter was found with slow running (45.87%) and hence further MRI checking was one which showed complete log of discontinuity of phase / current at certain intervals totaling about 1,32,373 units for 82 scattered days. TVM was found defective during i/c. TVM was replaced on the same day i.e. 22.08.2007 for consumer No.41271 HTP.I tariff. Before this, checking was done during Aug 2006 when energy meter was found in order.

The representative of the complainant contended that the average consumption was 85977 units during Jan 2007 to July 2007 and it was 86500 units during Aug 2007 to Feb 2008. The previous average reading is before checking the meter and subsequent average reading is after checking the meter. Hence, the supplementary bill put up by MGVCL is not justifiable.

The Respondent Shri D H Chaudhari, DE of Halol contended that the supplementary bill is not of any continuous period but cumulative effect if current missing / phase missing which is logged in non-volatile memory of the energy meter. This data becomes available on MRI checking only MRI is done when meter is found defective (slow running etc) which will give the cumulative loss of units not recorded in the meter.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The complainant was explained in

details how energy meter works, how normal checking is done when MRI is done, how log sheet of duration of loss of current / phase is recorded. There was ambiguity of date of replacement of faulty meter as consumer's copy was showing some date which was not matching with MGVCL's copy. It was also observed that MGVCL did not enclose the log sheet of units / days calculations captured in the memory of meter along with the supplementary bill.

In view of the above discussion, the Forum is of the opinion that the bill issued to the complainant should be with details of total units and time duration. The consumer should be educated where it becomes difficult for them to justify any unusual occurrence in the system.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of bill of Rs.5,77,708.86 from the complainant after giving them the break up details of total 1,32,373 units and 82 days with duration to enable them to understand recovery amount of supplementary bill. The complainant should confirm the checking date in G7 card.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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>