

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-I-5-2011.12
Complainant	Shri S M Patel, Joint Director of Agricultural Dept, Model Farm, Alembic Road of Vadodara.
Respondent	Shri N D Pradhan DE Alkapuri of MGVCL
Date of hearing	20.05.2011

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

The complaint dated 29.04.11 is for supplementary bill due to slowness of meter.

Today on 20.05.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri S M Patel, Joint Director, appeared on behalf of Agricultural Dept, Model Farm, Alembic Road of Vadodara, whereas Shri N D Pradhan DE Alkapuri appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

- 1.0 Joint Director of Agriculture Department has office at Model Farm, Alembic Road of Vadodara, consumer No.15104/02853/1.
- 2.0 After checking on 29.03.11 meter is found slow by 37.66% as per report and supplementary bill by Rs.8068.89 as per company's rules is issued to the consumer.

The representative of the complainant Shri S M Patel, Jt Director contended that their office is paying regularly all bills of MGVCL. Nobody has played with the meter as it is in sealed condition. He stated that less consumption may be due the failure of their submersible pump for more than 15 days in March-11 and not due to slowness of meter, hence, supplementary bill does not become payable.

The Respondent Shri N D Pradhan DE of MGVCL contended that MRI data of the meter shows that meter is slow since the year 2009. However, as per rules, supplementary bill is issued covering only last six months.

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

1. MRI data shows that meter is found running slow intermittently and not continuously.
2. Though in March-11, the meter is found slow, no immediate action is taken for replacement.
3. Meter is found running slow since 2009 why MGVL could not detect this in early stage? This is clear loss to MGVL as supplementary bill can be prepared for last six months only as per norms.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant should be rechecked and bill should be prepared for the duration of slow running only. Meter if at present is behaving erratically, as per standard procedure it should be replaced at the earliest.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recheck the amount of supplementary bill and charge the complainant only for the period of slowness. Defective meter should be replaced at the earliest. The concerned department should be instructed to maintain the periodicity of checking.

(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>