

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-02-09.10
Complainant	M/s. Ashwin Ice Factory, Ajwa Road, Vadodara, con No.16677/000117/2
Respondent	Shri M V Patel, DE Indrapuri s/dn.
Date of hearing	29.05.09

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara
Convener	Shri P L Mistry, MGVCL

This complaint is directed against the supplementary bill of Rs.57,118.87 dated 04.01.09 issued by the MGVCL for the additional units on the basis of average consumption indicated by the new meter.

Today on 29.05.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rameshbhai K Gidwani, appeared on behalf of M/s. Ashwin Ice Factory, Ajwa Road, whereas Shri M V Patel, DE Indrapuri s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as under: The electric consumption of the factory indicated only 12240 units by the meter for the month of April 04. The said meter was found faulty and hence replaced by a new meter on 2.5.04. The new meter recorded 19793 units over 30 days with an average of 660 units per day. The consumption recoded by old meter in April 04 as 12240 units was found to be low due to faulty meter as compared to the average consumption of 660 units in new meter. The past consumption was corrected on the basis of this average consumption in May 04 in new meter and the complainant was served a supplementary bill of Rs.57,118.87 for additional 13507 units. Aggrieved by this supplementary bill, the complainant approached DE MGVCL by a letter dated 26.05.08 asking for MRI report and the basis for supplementary bill. The complainant has delayed payment under this pretext and so is also liable to pay delayed payment charges but he is not willing to pay. He has therefore approached this Forum for Redressal of his grievances.

The complainant Shri Rameshbhai Gidwani contended that they are paying bills regularly but the reason why they are against the supplementary bill is that MRI report was not taken to convince them of the faulty meter. He also urged to waive delayed payment charges.

The Respondent Shri M V Patel, DE, MGVCL contended that the meter was burnt along with memory and as such MRI data was not available. The supplementary bill was worked out on the basis of consumption recorded in new meter and is therefore very tenable as per standard practice adopted in such cases. But under the excuse of MRI data, the complainant is delaying payment which in turn enhances of delayed payment charges month after month.

The Forum Members present at the hearing considered contention of both the parties and perused the records. As the meter is burnt and memory of MRI cannot be read, MRI record cannot be obtained. Therefore, it is a standard practice to issue a supplementary bill for the faulty meter period, on the basis of average consumption recorded subsequently in the new meter. This is the standard practice adopted in case of slow or faulty meter and the complainant ought to comply with it. The delayed payment charges account for the interest over the non-payment period and can not be waived. However, the complainant may be granted 6 instalments for payment of the entire supplementary bill.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant is in order along with delayed payment charges and the same be recovered in six instalments.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.57,118.87 from the complainant along with delayed payment charges in six instalments.

P L Mistry
Convener

K R Shah
Member

R C Desai
Independent Member

S A Pota
Chairman