

**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-III-85-2014.15
Complainant	Bapasitaram Quarry Works, At : Gothada, Po: Timba Road, Tal : Godhra, Dist: PMS
Respondent	Shri R V Katara, Deputy Engineer and Shri L M Rathod Dy SA, Timba (Kakanpur) s/dn of MGVCCL.
Date of hearing	21.11.2014 at Nadiad

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

The complaint dated 10.11.2014 regarding issue of additional bill to consumer No.19949 / 0 1657 / 6, Bapasitaram Quarry Works, Gothada.

On 21.11.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Harshadbhai R Patel & Shri Raghubhai D Bharwad appeared on behalf of M/s. Bapasitaram Quarry Works, whereas Shri R V Katara, Deputy Engineer and Shri L M Rathod Dy SA, Timba 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 has consumer No. 19949 / 0 1657 / 6 At : Gothada, Po: Timba Road, Tal : Godhra, Dist: PMS for 92 KW LTMD industrial connection
2. The connection was checked on 15.10.2014 & issued an additional bill of Rs.3,13,583.12for 47.23% slowness detected during checking.
3. The complainant not satisfied over the issue of the additional bill and requested the Forum to give justice.

The complainant contended that connection was checked by MGVCCL officers on 15.10.2014 but they have not intimated at site regarding any irregularity detected & without informing anything, issued an additional bill of Rs. 3,13,583.12 which is not acceptable to him.

The respondent contended that while installation checking on 15.10.2014 in the presence of complainant Shri H R Patel, the meter was found 47.23% slow for which checking sheet No.23 dated 15.10.2014 was prepared duly signed by party / representative of party. MRI of the meter not taken. The installation was kept as it is. The additional bill issued of Rs. 3,13,583.12 is correct and payable by consumer. To cross check the faulty meter, sub-meter installed in series with existing meter on 15.10.2014. Its initial reading was 80194. Again, reading taken on the date of hearing i.e. 21.11.2014 & noted reading 82662. The consumption during this period of 6 days evaluated & more or less confirm the %slowness of the meter under question.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the meter was checked on 15.10.2014 but the correct period of slowness can be determined / confirmed after collecting MRI report of the static meter. It was instructed to respondent Shri Katara Deputy Engineer to download MRI data from meter. In response, he has submitted the relevant documents of meter inspection sheet and its MRI report on dated 17.12.2014. As per MRI data / report, "B" Phase PT supply found missing for 194 days (till the date of detection).

In view of the above discussion, the Forum is of the opinion that though the slowness of the meter is for more than six months, as per GERC Supply Code, Clause No.6.1.8, the recovery is allowed for six months only. Accordingly, MGVCL has raised an additional bill for six months immediately preceding the date of inspection of the meter, amounting to Rs.3,13,583.12 is as per rules and payable by the complainant.

O R D E R

The Forum directs the complainant M/s. Bapasitaram Quarry Works, At : Gothada, Po: Timba Road, Tal : Godhra, Dist: PMS, that the additional bill issued against slowness period of energy meter is in order.

(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>