

**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-IV-91-2012.13
Complainant	Shri Divyesh Shah, 101, 102, Parv Pooja Flat, Akota, Vadodara.
Respondent	Shri N D Pradhan, Deputy Engineer of Akota s/dn of MGVCL.
Date of hearing	22.02.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 19.01.2013 regarding objection against energy bill.

On 22.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Divyesh Shah, appeared himself whereas Shri N D Pradhan, Deputy Engineer, of Akota s/dn appeared as respondent 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.15505 / 03783 / 6
2. The 44.72% slowness recorded during installation checking by Junior Engineer of Akota s/dn on 28.02.2012
3. The supplementary bill issued amounting to Rs.55401.09 due to slowness of meter on 08.01.2013.

The complainant contended that :

1. They have received the bill of Rs.55401.09 due to fault in the meter.
2. They have strong objection as the meter belongs to Madhya Gujarat Vij Company Limited. There is no role of them if there is fault in the meter.
3. They want some time to verify their record & to compare the amount of issued bill with their record.
4. They have not made any malpractice with the meter.

The respondent contended that :

1. The meter found slow during installation checking with accucheck by Junior Engineer Akota s/dn
2. Accordingly, the supplementary bill amounting to Rs.55401.09 was issued to the consumer Shri Divyesh Shah, 101, 102, Parv Pooja Flat, Akota, Vadodara.
3. The period of slowness considered for previous six months as per rules.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The supplementary bill served for slowness of energy meter is as per rules and as per GERC supply code clause no 6.1.8 .for the period of six months. The slowness of meter is also confirmed in analysis of meter MRI data.

In view of the above discussion, the Forum is of the opinion that –

The meter being an instrument, the fault can be developed and the MGVCL can serve the supplementary bill for percentage slowness as per rules. Slowness of meter verified with MRI data also.

ORDER

The Forum directs the complainant that the bill issued by MGVCL is in order and hence he should pay the bill.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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 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>