

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-II-23-09.10
Complainant	N M Sadguru Water and Development Foundation PB No.71, Dahod 389 151, con No.HT 41136.
Respondent	Shri J S Parikh, DE (Tech) MGVCL Dahod.
Date of hearing	16/09/2009

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 dated 27.08.09 is directed against the supplementary bill of Rs.36,338.49 dated 01.07.09 issued by the MGVCL for the meter running slow by 24.84%.

Today on 16/09/2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajesh Mehta, appeared on behalf of N M Sadguru Water and Development Foundation Dahod, whereas Shri J S Parikh DE Tech Dahod appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows. During HT meter reading for the month of Apr 2009, it was noticed that voltage on R Phase was lower as compared to voltage on other phases. The meter was therefore tested on site in the presence of representative of N M Sadguru Water and Development Foundation on 28.4.09 and it was found that the CTPT unit of the said connection was faulty. On accu-check test, the meter was found to be running slow by 24.84%. Checking sheet No.120 to that effect was prepared. The MRI data of the said meter was taken on 7.05.09 and the period of slowness due to R Phase low voltage and found to be for 93 days. The CTPT unit was then replaced on 17.6.09. Before replacement of old CTPT, the accucheck test showed slowness of 24.91%. Thus, the slowness was finally confirmed and taken as 24.84%. Based on this fact, supplementary bill for Rs.36,338.49 was issued for the period of 93 days from 5.2.09 to 07.05.09. This

supplementary bill, the complainant has lodged a complaint dated 27.08.09 before this Forum.

Shri Rajesh Mehta, who appeared on behalf of the complainant, contended they were not given copies of checking sheet or bill amount calculations. They were not called to appear at the time of lab test. The MGVCL officers should have installed a parallel meter over a certain period to ascertain slowness. But nothing satisfactory or trustworthy was done. The complainant sought additional information such as MRI record, calculation sheet etc to ascertain correctness in calculation of supplementary bill. These documents were furnished during hearing.

Shri J S Parikh DE MGVCL submitted that the meter was found running slow by 28.84% on the spot by connecting an accucheck meter in parallel with the existing meter, during checking on 28.4.09. Therefore, the contention of the complainant of using parallel meter along with their meter is already considered. The slowness was again ascertained to be 28.91% while taking an accucheck test on 17.6.09 before replacement of old CTPT unit. This was done to ascertain that the slowness continued till 17.06.09 so we have taken 28.84% slowness. The MRI test taken on 7.5.09 established that the slowness was due to lower R Phase voltage which continued from 5.2.09 onwards. Thus, the slowness period from 5.2.09 to 7.5.09 was taken as 89 days and accordingly, supplementary bill for Rs.36,338=49 for 93 days was issued. The slowness continued till 17.6.09 when the faulty CTPT unit was removed. Even then, the supplementary bill was issued considering 28.84% slowness for 93 days during the period from 05.02.09 to 07.05.09 and not for the subsequent period upto 17.06.09.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The MRI data taken on 7.5.09 establishes that the slowness was due to lower R Phase voltage continuing from 5.2.09 onwards and the quantum of slowness was measured as 28.84% during checking on 28.4.09 and 28.91% on 17.6.09 before replacement of CTPT unit. The lower of the two is rightly taken as 28.84% as slowness with the slowness period from 5.2.09 to 07.05.09. Accordingly, the supplementary bill of Rs.36338=49 was issued for 93 days for the period between 5.02.09 to 07.05.09, even though the slowness period continued upto 17.05.09.

After the hearing on 16.09.09, a letter dated 17.09.09 was received by the Forum office on 18.09.09 seeking MRI report for the period upto 17.06.09 in addition to MRI report of the period 05.02.09 to 07.05.09 given to them during hearing.

MGVCL office has already replied to the complainant that even though the slowness continued upto 17.06.09, the supplementary bill of Rs.36,338=49 was issued for 93 days only for the period between 05.02.09 to 07.05.09. The period of slowness from 7.5.09 to 17.06.09 is not covered in the bill because MRI data for this period was not available. The complainant continued to derive the benefit of slowness during the period from 7.5.09 to 17.06.09 but it is not charged by the MGVCL and he has moral responsibility to pay for the same.

In view of the above discussion, the Forum members are of the opinion that the supplementary bill issued to the complainant is in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.36,338.49 from the complainant.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
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.