

**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-I-11-2014-15
Complainant	M/s. Nice Coates. C-12,GIDC At: Vitthal Udyognagar. Dist. Anand
Respondent	Shri H.L. Bhalsod Dy. Engineer, Vallabh Vidyanagar Sub Division of MGVCL
Date of hearing	25.04.2014 at Corporate office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Smt M M Marathe, MGVCL

The complaint dated 10.04.2014 is regarding supplementary bill for slowness of energy meter.

On dated 25.04.2014, the case of the complainant Grievance was heard before Consumer Grievance Redressal Forum where in Shri Jayeshbhai Suryakantbhai Patel Partner of M/s. Nice Coates was present on behalf of M/S Nice Coates whereas Shri H.L, Bhalsod Dy. Engineer, Vallabh Vidyanagar Sub Division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant Shri Jayeshbhai S Patel is partner of M/S Nice Coates, the LTMD consumer bearing consumer no. 01201/50941/6.

2. The meter was found 37.606 % slow while testing it on 27/03/2014 at site and additional bill was served to him for 21 months i.e. for the period from June-12 to Mar-14.
3. Complainant had given application on 3/04/2014 and 5/04/2014 to sub-division office, VVnagar stating the reasons for objection against additional bill issued to him for slowness of energy meter of the aforesaid LTMD connection.
4. The meter were checked by MGVCL in the month of May-2012 and new seals were provided. Further energy bill is being issued from May-2012 to Mar-2014. Then how come the meter was found slow?
5. As per GERC norms, supplementary bill against slowness of energy meter can be assessed for the period of six months. So he requested to consider it and revise the bill accordingly.

The complainant contended that LTMD connection is in the name of M/s. Nice Coates, bearing consumer no. 01201/50941/6. The energy meter of the said connection was found 37.606 % slow while testing it on 27/03/2014 at site and additional bill was served to him for 21 months i.e. for the period from June-12 to Mar-14. As the seals of the meter were checked by MGVCL in the month of May-2012 and new seals were provided. Further, he had given application on 3/04/2014 and 5/04/2014 to sub-division office, VVnagar regarding the stating the reasons for objection against additional bill issued to him for slowness of energy meter of the aforesaid LTMD connection. Further he said that as per GERC norms, supplementary bill against slowness of energy meter can be assessed for the period of six months. So he requested to consider it and revise the bill accordingly.

The respondent contended that while routine testing on 27/03/2014 at site the energy meter of the LTMD consumer, M/S Nice Coates, bearing consumer no. 01201/50941/6 was found 37.606 % slow. A supplementary bill for the slowness of meter was issued for the period of 21 months as per MRI report.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that R phase current failure has occurred on 15-06-2012 as indicated in the MRI report. This R phase current failure event is continued till the date of testing of the meter at site on 27-03-2014 as per analysis of MRI report. The supplementary bill is to be issued for six months immediately preceding the date of inspection of meter as per clause No.6.1.8 of GERC (Electricity Supply Code & Related Matter), Regulation.

In view of the above discussion, the Forum is of the opinion that for slowness of meter the supplementary bill is required to be issued for the period of six months preceding the date of inspection of meter.

O R D E R

The Forum directs the Madhya Gujarat Vij Company Limited to revise the supplementary bill issued to complainant M/s. Nice Coates, C-12, GIDC At Vitthal Udyognagar, Dist. Anand, for the period of six months preceding the date of checking dated 27.03.2014 and upto date of rectification.

(Medha M Marathe)
Technical Member

(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 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>