

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-17-09.10
Complainant	M/s. Nutan Pipes & Cement Articles Factory – Bodeli Chhotaudepur, Jabugam 391 153 (con No.12001/00788/9)
Respondent	Shri A G Shah, EE Bodeli, and Shri G N Rathwa, DE Pavijetpur S/dn.
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 16.07.09 is directed against the supplementary bill of Rs.6,09,384/ dated 17.06.09 issued by the MGVCL for the meter running slow by 82.04%.

Today on 16/09/2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nitinbhai Chokshi appeared on behalf of M/s. Nutan Pipes & Cement Articles Factory whereas Shri A G Shah, EE Bodeli, and Shri G N Rathwa, DE Pavijetpur S/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows. The complainant is a factory manufacturing pipes and cement articles on Bodeli Chhotaudepur Highway having con No. 12002/00788/9. Their installation including meter was checked by Baroda City squad on 11.06.09 and on accu-check test, the meter was found running slow by 82.04%. That is, when the consumer's meter recorded one unit of energy, the accucheck meter connected in parallel recorded consumption of 5.56992 units. No other irregularities were found. The supplementary bill dated 17.06.09 for Rs.6,09,384/ for 118881 units, was served to the complainant to recover the units consumed but not recorded in the meter due to slowness. Aggrieved by this hefty bill, the consumer has preferred to lodge this complaint before this Forum.

Shri Nitinbhai Chokshi appearing for M/s. Nutan Pipes & Cement Articles Factory submitted that they are shocked to receive such a hefty bill. There appears to be a grave lacuna on the part of checking team or checking instrument or some error has crept-in in taking measurement and calculation of the supplementary bill. Their average consumption as compared to those in surround factories is same. They are confident that their meter was not running slow. They have also filed an application for change of category from LTP-II to LTP-III but without any result.

The Respondent Shri A G Shah EE Bodeli contended that as per checking sheet No.103 dated 11.6.09, the meter was found running slow by 82.04% and the supplementary bill issued is in order. They have connected another meter on 15.9.09 to re-ascertain the slowness quantum and would report the outcome after 15 days. The report received from Bodeli S/dn of MGVCL on the basis of connection of meter in parallel confirmed that the meter was running slow by 82.04%.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The checking report No.103 dated 11.6.09 clearly shows that the meter was running slow by 82.04%. The Meter Reading (MR) on 11.6.09 was 86792 units. The supplementary bill has to be prepared for 6 months from 11.12.08 to 11.06.09. The MR on 1.12.08 and 26.12.08 were recorded as 64947 and 67267 units. By interpolation the MR on 11.12.08 is obtained as 65929 units. Thus, the recorded units are worked as $(86792 - 65929) = 20863$ units. For 82.04% slowness, the units not recorded in the meter, i.e. chargeable units are worked out as $95301 \text{ units} = (20863 \times 82.04 / 17.96)$. The complainant should be served a revised bill for 95301 units instead of 118881 units.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant for 118881 units for 82.04% slowness is erroneous and needs to be revised for 95501 units.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the supplementary bill considering 95301 units instead of 118881 units taken in the original supplementary bill dated 17.06.09.

(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.