

**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-20-2014.15
Complainant	M/s Ros-Alkyd, 306/3, GIDC Estate, Vitthal Udyognagar, Dist: Anand.
Respondent	Shri H L Bhalsod, Deputy Engineer of V.V.Nagar s/dn Of MGVCCL
Date of hearing	23.05.2014 at Vadodara

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

The complaint received on dtd.16.05.2014, for supplementary bill issued for slowness by MGVCCL.

On 23.05.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dilipbhai Haribhai Patel, Proprietor appeared on the behalf of complainant M/S Ros-Alkyd, whereas Shri H L Bhalsod, Deputy Engineer of V.V.Nagar 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 Shri Dilipbhai Haribhai Patel is proprietor of M/S Ros-Alkyd, a 47 KW LTMD consumer bearing consumer no. 01201/50361/2 located at shed no. 306/3, GIDC Estate, V.U.Nagar, Anand for a synthetic resin & varnish plant.
2. The complainant has stated that his installation was checked on 07-09-2013 and the energy meter was detected 52.199 % slow as reported in the checking sheet on account of reverse phase sequence in PT connections (RBY in PT & RYB in CT).
3. Supplementary bill of Rs. 388021.66 served on 12-09-2013.

4. Documentary evidences were demanded by complainant on 18-09-2013 by a letter raising his objection against the supplementary bill served to him.
5. Sub-division explained the facts that the slowness was on account of wrong meter wiring since the date of installation of the meter i.e. 19-07-2012 and so supplementary bill was served for the period from 19-07-2012 to 07-09-2013 and also provided the necessary documents.
6. Complainant requested for 12 installments of the supplementary bill and meter replacement.
7. The energy meter was replaced on 28-09-2013 and additional bill of Rs. 21800.24 was also served for the period 08-09-2013 to 28-09-2013.
8. The complainant stated that there was rise in demand recorded in the new energy meter installed but not in the units recorded.
9. MRI report was demanded by the complainant on 08-02-2014 which was provided to him on 29-04-2014.

The complainant contended that his installation was checked on 07-09-2013 and the energy meter was detected 52.199 % slow as reported in the checking sheet on account of reverse phase sequence in PT connections (RBY in PT & RYB in CT). Supplementary bill of Rs. 388021.66 served on 12-09-2013 against which he had raised objection on 18-09-2013 and demanded documentary evidences. The necessary documents were provided by sub-division explaining the facts that the slowness was on account of wrong meter wiring since the date of installation of the meter i.e. 19-07-2012 and so supplementary bill was served for the period from 19-07-2012 to 07-09-2013. The meter was replaced on 28-09-2013, additional bill of Rs. 21800.24 was served for the period 07-09-2013 to 28-09-2013 and also the installments were granted to complainant as per his request. The complainant stated that there was rise in demand recorded in the new energy meter installed but not in the units recorded on 08-02-2014 and demanded MRI report of the new meter installed which was provided to him on 29-04-2014. Their production has raised as compared to past but the consumption recorded in the new meter has no significant rise. We came to know that if there is any fault in wiring then the energy recorded in the meter depends on the type of load connected i.e. energy recorded by meter differ for resistive, inductive and capacitive loads. Looking to the above

facts complainant requested to serve the supplementary bill for the period of six months as per norms.

The respondent contended that the energy meter was detected 52.199 % slow while checking on 07.09.2013 on account of reverse phase sequence in PT connections (RBY in PT & RYB in CT) since the date of installation of the meter i.e. 19-07-2012 and so supplementary bill was served for the period from 19-07-2012 to 07-09-2013.

Later, the meter was replaced on 28-09-2013 as per complainant's request and additional bill was issued for the period 08-09-2013 to 28-09-2013 as per norms.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that since same meter was tested at site with accucheck the results found are to be accepted by both. The meter was found slow on account of reverse phase sequence in PT connections (RBY in PT & RYB in CT) since the date of installation of the meter i.e. 19-07-2012 and so supplementary bill was served for the period from 19-07-2012 to 07-09-2013 as per 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. Complainant's representative present in the hearing also agreed with this decision.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revise the supplementary bill issued to complainant M/S Ros-Alkyd, 306/3, GIDC Estate, V.U.Nagar, Anand for the period of six months preceding the date of checking dated 07.09.2013 and upto date of rectification.

(M 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>