

**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-13-2014-15
Complainant	M/s Sandip Cold Storage, Ajarpura, Dist. Anand.
Respondent	Shri H.R. Patel Dy. Engineer, Anand North Sub Division of MGVCL
Date of hearing	09.05.2014 at Corporate office, Vadodara

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

The complaint dated 18.04.2014 is regarding supplementary bill for slowness of energy meter.

On dated 09.05.2014, the case of the complainant Grievance was heard before Consumer Grievance Redressal Forum where in Shri Devendrabahi R Patel and Prafulbhai Chotabhai Patel was present on behalf of M/s. Sandip Cold Storage whereas Shri H.R.Patel, Dy. Engineer, Anand North 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 M/s. Sandip Cold Storage is 97 KW LTMD seasonal consumer bearing consumer no. 24209/15004/5.
2. The meter was found 52.006 % slow while testing on 19/03/2014 at site and additional bill was served to the complainant for 7765 UNITS of Rs.55549.72 for the period of 19/11/13 to 19/3/14 as per MRI report but calculation sheet is not given.
3. The complainant had given application stating the reasons for objection against additional bill issued to him for slowness of energy meter of the aforesaid LTMD connection.
4. At the time of checking, checking squad found that R phase PT is rusted hence not working, as a result of this meter found slow.

5. At the time of checking, complainant was not utilizing any load. Even they are recording daily consumption for their usage, and they have submitted sheet showing such record from 06.03.2014 to 29.03.2014. Before this their cold storage unit was not in use.
6. Anand(north) subdivision of MGVCL has not given any calculation sheet nor checking sheet along with supplementary bill for slowness to the complainant. The suppl. Bill served is illegal and incorrect which is not acceptable to complainant.

The complainant contended that LTMD seasonal connection is in the name of M/s. Sandip Cold Storage having 97 KW contracted load bearing consumer no. 24209/15004/5. The connection was checked by checking squad on 19.03.2014 and reported slowness in meter on the basis of not getting R phase PT. Additional bill was served to him for 7765 Unit amounting to Rs.55549.72 without calculation sheet. Complainant contended that being a seasonal consumer they have not utilized electricity during Jan'14 & Feb'14, then how slowness also considered for this period. Even they are maintaining daily meter reading record. No calculation sheet was given along with the supplementary bill served. But their observation for supplementary bill served is illegal and not correct, hence not acceptable to them. However the complainant has paid said supplementary bill on 21.04.2014 under protest.

The respondent contended that checking of said connection was carried out by Shri D P Shah Junior Engineer at site vide ch. Sheet no.29696 on 19.03.2014. At the time of checking 3 Phase meter R phase PT found missing due to corrosion of terminal. The energy meter of said consumer was found 52.006% slow. At the time of checking full load was not there. A supplementary bill for the slowness of meter was issued for the period of 19/11/13 to 19/3/14 as per MRI report. Checking sheet was given to consumer on the same day. Calculation of bill is as per the prevailing rules and suppl. Bill served is also as per company norms considering actual consumption recorded during the period under question so the question raised by complainant regarding non use for Jan'14 and Feb'14 being a seasonal consumer has no ground.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that R phase PT was missing due to corrosion. Due to this meter was found working slow by 52.006%. On confirming with respondent it is revealed that % slowness is high as a result of being a 3 phase 3 wire meter and neutral not earthed. In view of the above discussion, the Forum is of the opinion that root cause of slowness is a

technical problem (corrosive effect) and bill served on MRI data basis which is total actual consumption during that period.

O R D E R

The Forum directs the complainant Shri Devendrabhai R Patel and Shri Prafulbhai Chotabhai Patel of M/s. Sandip Cold Storage At Ajarpura that supplementary bill served for slowness of 52.006% is in order. Madhya Gujarat Vij Company Limited has to give copy of calculation sheet of Suppl. bill to complainant.

(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>