

**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-21-2014.15
Complainant	Shri Jayantibhai Dhoribhai Patel, ABCD Vimawala Arcade, OPP: HP Petrol Pump, Vidhyanagar Road, Anand
Respondent	Shri H M Prajapati, Deputy Engineer, Sardar s/dn Anand of MGVCL.
Date of hearing	29.05.2014 at Vadodara

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

The complaint dated 19.05.2014 regarding additional energy bill.

On 29.05.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressed Forum wherein complainant remain absent whereas Shri H M Prajapati, Deputy Engineer, Sardar s/dn Anand appeared as respondent on behalf of MGVCL before the Forum. He was heard.

The brief details of the case are as under:

1. The complainant Shri Jayantibhai Dhoribhai Patel was issued supplementary bill of Rs. 4,63,605.84 for the period from December 2011 to April 2014 due to slowness of meter detected on 02-05-2014.
2. Complainant has raised his objection against the supplementary bill for the period of 3 year i.e. from December 2011 to February 2014 as he has stated that as per rules only six months' bill can be accessed.
3. Complainant had prayed to revise the supplementary bill and to issue new bill for the period of six months.

The complainant was not present at hearing. Complaint of complainant was considered as his objection against the additional bill issued to him for slowness of energy meter of the aforesaid LTMD connection. Further, he had

stated in his application 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 02/05/2014 at site, the energy meter of the LTMD consumer, Shri Jayantibhai Dhoribhai Patel bearing consumer no. 00102/07397/0 was found 28.573% slow as the wire of Y ph. CT was corrected and no other irregularities was found. Hence, supplementary bill of Rs.4,63,605.80 was issued vide s/dn letter No. Anand/Sardar billing/2219 dated 7-05-2014 for the slowness of meter for the period of 17-11-2011 to 3-05-2014 as per MRI report.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per Clause No.6.1.8 of GERC Supply Code, Notification No.11 of 2005, supplementary bill for slowness of energy meter can be assessed for the period of six months only. It is a CT operated meter and not tested in regular intervals as per MGVCL circular.

In view of the above discussion, the Forum is of the opinion that for slowness of meter the supplementary bill is to be issued for the period of six months preceding the date of inspection of meter. Number of cases for slowness of meter for longer duration are being observed which leads to inconveniency / harassment that MGVCL should observe consumption pattern and regular check up of CT operated energy meter.

O R D E R

The Forum directs the Madhya Gujarat Vij Company Limited to revise the supplementary bill issued to complainant Shri Jayantibhai Dhoribhai Patel, ABCD Vimawala Arcade, OPP: HP Petrol Pump, Vidhyanagar Road, Anand for the period of six months preceding the date of checking and up to 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>