

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-IV-22-2008.09
Complainant	Shri Mora Hussain Abdul Rahim Lileshra, Tal: Godhra, con No.07657/51079/0
Respondent	Shri V R Gupta, DE MGVCL Godhra s/dn.
Date of hearing	29.05.09

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 is directed against the supplementary bill of Rs.163649.95 dated 23.01.09 issued by the MGVCL for 35545 units not taken into account in regular bills due to mistake in taking correct multiplying factor since the date of installation 09.02.2007.

Today on 29.05.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ashrafbhai Abdul Mobin appeared on behalf of Shri Mora Hussain Abdul Rahim as complainant, whereas Shri V R Gupta, DE MGVCL Godhra 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 electric installation of the complainant was checked on 22.01.2009 by Shri K J Sangada, JE Godhra s/dn of MGVCL. During checking, no infirmities were found with meter or installation wiring. The meter installed was found to be of 100/5 Amp capacity and the CT was of 200/5 Amp capacity. This required the units recorded in the meter to be multiplied with a factor of '2' to workout actual units of electrical energy consumed by the complainant. Checking sheet No.323 to that effect was prepared in presence of Shri Sabbir Ismail Shaikh and signed by concerned parties. Later, it was found that the regular energy bill issued to the consumer since the date of installation of this meter i.e. 09.02.2007, the recorded units were not multiplied by a factor '2' to arrive at the actual units consumed by the complainant. In sequel, a supplementary bill for Rs.1,63,649.95 was issued to the complainant on 23.01.09 to recover

the amount towards units not charged due to mistake of not considering the multiplying factor of '2'. Aggrieved by this supplementary bill, the complainant filed a complaint dated 27.01.09 to this Forum.

The complainant was called on 27.03.09 to represent his case before the Forum but he failed to turn up at the meeting. He was given a second chance to present his case after the Forum meeting held today and he responded by deputing Shri Ashrafbhai Abdul Mobin. He prayed for some relief in the supplementary bill and if that was not possible, he prayed for granting more instalments and exemption from delayed payment charges.

The Respondent Shri V R Gupta DE Godhra s/dn contended that the supplementary bill issued to the complainant covers only the charges for units not covered in the past bills since the date of meter installation and does not cover any penalty. The MGVCL has not levied any penalty or interest for the recovery of past arrears. Therefore, no relief in the supplementary bill or delayed payment charges could be given.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The members felt that the supplementary bill aims at recovering the past arrears for units not charged in the regular bills due to mistake in taking correct multiplying factor since the date of installation of meter without any penalty or interest. As such no relief is possible. However, the members felt that some instalments may be granted, if the complainant is not in a position to pay the entire amount of supplementary bill in one instalment.

In view of the above discussion, the Forum is of the opinion that the complainant may be granted instalments to pay the supplementary bill. However, no relief be granted in payment of delayed payment charges.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.1,63,649.05 from the complainant in 12 equal instalments without any relief in payment of delayed payment charges.

P L Mistry
Convener

K R Shah
Member

Dr R C Desai
Independent Member

S A Pota
Chairman