

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-I-14-09.10
Complainant	M/s. Vinay Plastic Industries GIDC Estate Halol, con No.07401/50867/2
Respondent	Shri R N Parmar, DE Halol Town S/dn MGVCL
Date of hearing	31.07.2009

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 is directed against the supplementary bill of Rs.2,39,832.67 dated 24.7.08 issued by the MGVCL for the meter running slow by 42.462%.

Today on 31.07.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandrakant Shah appeared on behalf of M/s. Vinay Plastic Industries GIDC Estate Halol, whereas Shri R N Parmar, DE Halol Town 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, bearing con No.07401/50867/2, was checked on 23.7.08. During checking, it was discovered that the meter was recording electric consumption slow by 42.38% checking Report [No.665] to that effect was prepared and signed by both parties. The complainant was served with a supplementary bill dated 24.7.08 of Rs.2,39,832.67 for 48650 units not recorded in the meter due to slowness and charged in regular monthly bills. The meter and its wiring with CTPT is still in its original state and left undisturbed. Being aggrieved, he then represented to Superintending Engineer, CGRF for Redressal with an application dated 5.8.08, stating that bill was delivered without MRI Sheet & calculation sheet showing details. He had also suggested to install a series meter to check the accuracy of the existing faulty meter. The said application was forwarded to Superintending Engineer, Godhra for redressal but of no consequence. At last, the consumer approached this Forum by the latest application dated 18.5.09.

Shri Chandrakant Shah who appeared on behalf of M/s. Vinay Plastic Industries in his oral submission contended mostly what was stated in his prior complaints such as non-receipt of calculating sheet and MRI record and not fixing series meter to check accuracy etc as per section 6 of 6.1.14 of Supply Code.

The Respondent Shri R N Parmar, DE Halol Town of MGVCL contended that the meter was not recording full consumption of electric energy as the B Phase CT connection was not available to meter terminal. He was awaiting order from SE

Godhra in this matter and as such he had not taken any action such as disconnection or placement of series meter. The complainant has not paid any amount of the supplementary bill. As old meter still continuous a regular bill for units recoded in meter and supplementary bill for estimated units not recorded in the meter due to slowness are issued for every month after date of checking.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It was felt that there was nothing wrong in connecting new meter in series with about 42.46% as measured on 23.7.08. It is understandable that the meter would not record full consumption of energy if any phase of CT is not available to the meter. Therefore, this aspect must be made clear to the satisfaction of the consumer by connecting new correct meter in series with the old meter to ascertain afresh the slowness and its quantum.

In view of the above discussion, the Forum is of the opinion that in order to satisfy the complainant about the measure of accuracy / slowness, a new correct meter be placed in series with the old meter. Having done this, if the slowness is established with the same quantum, the same supplementary bill shall be valid. If, however, the slowness quantum differs, a revised supplementary bill be issued as per rules in force.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to connect a new correct meter in series with old meter to establish the slowness percentage afresh and serve the supplementary bill accordingly and then take further action as per rules.

(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.