

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 2<sup>ND</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007

|                 |                                                                                                    |
|-----------------|----------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-I-03-09.10                                                  |
| Complainant     | M/s. Vivid Rubcaps Ltd., 18A, Shee Vidhyavihar society, Vasna Road, Vadodara. Con No.02901/04515/0 |
| Respondent      | Shri J R Gajjar, DE Waghodia S/dn MGVCL                                                            |
| Date of hearing | 29.05.2009                                                                                         |

| 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.55165.48 dated 15.10.2008 issued by the MGVCL for the alleged slowness of meter.

Today on 29.05.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri H V Bangara, appeared on behalf of M/s. Vivid Rubcaps Ltd. whereas Shri J R Gajjar, DE Waghodia 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 complainant is a consumer of MGVCL bearing No. 02901/04515/0. The electric installation of the complainant was checked on 01.09.2008 and during checking, the meter was found running slow by 36.68%. MRI data was also collected. Due to slowness, meter did not record full consumption of electric energy and on calculation it was found that 10523 units were not recorded in meter against 36.68% slowness. Therefore, supplementary bill for Rs.55165.48 was served to recover charges for 10520 units. Being aggrieved by this bill, the complainant approached the MGVCL s/dn and being unsatisfied he has approached this Forum.

The representative of the complainant contended that they were not served with calculation sheet and they had doubts about the accuracy of the checking meter. They, therefore, want that new correct meter be installed in series with the faulty meter and accuracy test be taken again in their presence keeping the conditions same as those prevailing on the date of checking.

The Respondent Shri J R Gajjar, DE MGVCL contended that they had already given the calculation sheet and MRI data to the complainant. However, if they want the accuracy test to be taken again, he had no objection, if the Forum members feel so.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The members feel that if the complainant want to be doubly sure of the slowness of the meter, the meter be checked again with series meter along with the wiring kept in the same condition as prevailed earlier. The respondent was directed to report the result of the retest. Shri Gajjar conducted the accuracy test again by using series meter on 30.5.09. Its report confirmed that the meter was running slow by 36.68% and the complainant is convinced of this infirmity.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant is proper and the full amount of the supplementary bill be recovered from the complainant.

## O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to recover the full amount of supplementary bill of Rs.55165.48 from the complainant.

P L Mistry  
Convener

K R Shah  
Member

Dr R C Desai  
Independent Member

S A Pota  
Chairman