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ગ્રાહક તકરાર નિવારણ ફોરમ, ભુજ

પશ્ચિમ ગુજરાત વિજ કંપની લીમિટેડ
પાવર હાઉસ કંપાઉન્ડ, જી કે જનરલ હોસ્પિટલ સામે, ભુજ
ફોન: ૦૨૮૩૨-૨૫૩૫૫૦ ફેક્સ: ૦૨૮૩૨-૨૫૦૦૪૮
E-Mail- forumbhuj.pgvcl@gebmail.com

નં:કેસી/સીજીઆરએએફ/૨૦૧૮/163

તારીખ: 27/11/18

રજી. એ. ડી. દ્વારા

પ્રતિશ્રી,

રિલાયન્સ કોમ્યુનિકેશન લીમિટેડ,

એમસીએન બિલ્ડીંગ, સર્વે નંબર ૨૩/૨,

ગામ-માઘાપર, સોમનાથ પેટ્રોલ પંપની સામે,

રાજકોટ-૩૬૦૦૦૬,

મોબાઇલ નંબર:-

વિષય :- કેસ નંબર પીજી ૦૩/૦૦૪/૨૦૧૮-૧૯

સંદર્ભ :- આપની અરજી નોંધણી નં. પીજી ૦૩/૦૦૪/૨૦૧૮-૧૯



મહાશય શ્રી,

આપના દ્વારા ગ્રાહક તકરાર નિવારણ ફોરમ ભુજ સમક્ષ કરવામાં આવેલ અરજીના ચુકાદાની પ્રમાણિત નકલ આ સાથે સામેલ છે. જે આપની જાણ સારું.

(એસ એન વહોનીયા)

કન્વીનર

ગ્રાહક તકરાર નિવારણ ફોરમ, ભુજ.

બિડાણ-ઉપર મુજબ

- (૧) અધિક્ષક ઈજનેર, પીજીવીસીએલ, વર્તુળ કચેરી, અંજાર
- (૨) કાર્યપાલક ઈજનેર, પીજીવીસીએલ, વિભાગીય કચેરી, ગાંધીધામ
- (૩) નાયબ ઈજનેર, પીજીવીસીએલ, પેટાવિભાગીય કચેરી, આદિપુર

૦૧૮
ભાલ મલિલ છે

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..... ચુકાદાની નકલ સામેલ છે. ગુજરાત વિદ્યુત નિયંત્રણ આયોગ (ગ્રાહક તકરાર નિવારણ ફોરમ અને લોકપાલ) વિનિયમો-૨૦૧૧ જાહેરનામા ક્રમાંક ૨/૨૦૧૧ ની વિનિયમ નં ૨.૫૦ ફોરમે પસાર કરેલ આદેશ પરવાનેદાર અને ફરીયાદીને બંધનકર્તા રહેશે. તેમજ વિનિયમ નં ૨.૫૧ અનુસાર સદર આદેશનું પાલન આદેશ મળ્યાના ૨૧ દિવસ ની અંદર કરવાનું રહેશે. જે અંગે વિનિયમ નં ૨.૫૨ અનુસાર ફોરમ અને ફરીયાદીને પાલનની તારીખથી ૭(સાત) દિવસ અંદર ફોરમના આદેશ અંગે પાલન અહેવાલ રજૂ કરવો. ફોરમના આદેશનું પાલન ન કરવાની બાબતે વિનિયમોના ભંગ ગણવામાં આવશે અને યોગ્ય ઉપાયાત્મક પગલાં માટે જવાબદાર બનશે જેની નોંધ લેશે.

CONSUMER GRIEVANCES REDRESSAL FORUM

BHUJ CIRCLE

Power House Compound, hospital Road, Bhuj – Kutch

Phone No.(02832) 253550 / 255377

Fax (02832) 250048

REF : PGVCL/CGRF/18/163

Dtd. 21/11/18

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM OF PASCHIM GUJARAT VIJ COMPANY LIMITED

Case No: PG-03-004-2018-19

Appellant : Reliance Communications Limited.
Address : Reliance Communications Limited,
MCN Building, Survey No. 23/2, Madhapar Village,
Opp. Somnath Petrol Pump, Rajkot : 360006.
Represented by : (1) Shri Darshak Kamleshbhai Vaghasia (Cluster Manager)
Vertive Enargy (P) Ltd for Reliance Communications Limited.
(2) Shri Raturajsinh K. Jadeja (Supervisor)
Emersons Network Power India (P) Ltd.,
For Reliance Communications Limited.



V/S

Respondent : Executive Engineer, PGVCL, Division Office, Gandhidham.
Represented by : 1) Shri H B Rakholiya, E.E., PGVCL, Gandhidham Division Office.
2) Shri N P Joshi, Supdt. Account, PGVCL, Gandhidham Division Office.

::QUORUM::

- 1) Shri J B Parekh, Chairperson
- 2) Smt N H Joshi, Independent Member

Date of Hearing : 02.11.2018
Place of Hearing : CGRF, Conference Hall, PGVCL, Bhuj Circle Office.

Proceedings

- 1.0 The present petition is filed by the appellant for their 15 KW NRGP Connection Number 38413/00417/9 at village Mathak under PGVCL Adipur Sub-division.
- 1.1 To sort out dispute of Supplimentary bill worth Rs. 14,77,873.61 issued in June-2018 & to stop disconnection until disputed matter is sorted out.

Representation of Appellant



- 2.0 The appellant has represented the case as under:
- 2.1 We are a company registered under company Act 1956. We are a proper licence holder of IP1 issued by department of Tele Communication, New Delhi and engaged in business of installation of passive infrastructure in the telecom circle of Gujarat.
- 2.2 We, Reliance Communications Limited, a company incorporated under company Act having its registered office at Block H, 1st Floor, Dhirubhai Ambani Knowledge city, Navi Mumbai and circle office at Reliance House, 100 ft Prahladnagar Road, Satellite, Ahmedabad is a licensee under Govt. of India Department of Telecommunications engaged in the business of telecommunications and allied service in Gujarat Telecom Circle.
- 2.3 Above mention address Reliance Communication Mobile Tower is operational in Mathak Village and we are taking PGVCL Connection for the operation of Tower equipments.
- 2.4 We have received PGVCL Bill for consumer Number 38413/00417/9 on 22.06.2018 in which total payable amount is 14,77,873.61 INR.
- 2.5 As per Equipment Load installed at Tower premises, raised bill of Rs 14,77,873.61 is purely unjustified and we wish to know the details break of this figure from PGVCL sub-division team.
- 2.6 Moreover Rs. 4,32,877.00 was already paid within 2010 to 2018 as per consumption made by us which is already in record with PGVCL.
- 2.7 We wish your kind cooperation to summarize the huge outstanding bill with detail investigation and raise final bill from your side to put up for Reliance management approval for further payment process.

- 2.8 We wish further assurance from you, for not release any disconnection order to your respective PGVCL team for above mentioned Consumer Number still sorted out the dispute matter.



Representation of PGVCL

- 3.0 The respondent represented the case as under:
- 3.1 Aforesaid NRG connection of M/s Reliance Communications Limited bearing Consumer Number 38413/00417/9 having contract Load 15 KW is prevailing at village Mathak under Adipur Sub-division, Gandhidham Division, Anjar Circle Office.
- 3.2 Aforesaid consumer was provided with regular energy bill up to June-2016 according to their energy consumption. Due to invisible display, considering faulty meter, average bill of 0570 units per month was issued for the period August-2016 to November-2016 & average bill of 1570 units was issued from December-2016 to December-2017. This faulty meter was replaced in the month November-2017. During meter inspection in Laboratory, meter was showing reading 240869.
- 3.3 Bill of December-2017 was issued up to reading 32368, While inspecting meter in the laboratory, last reading of meter was found to be 240869. According bill must be prepared for difference of reading ie $(240869-32368=208501)$ 208501 Units out of these 208501 Pending units, total average units for the period August-2016 to December-2017 ie 22690 were deducted ie $(208501-22690=185811)$ 185811 units were supposed to be recovered.
- 3.4 This way total amount of Rs. 14,77,873.61 for total 185811 units were debited in the month July-2018. This supplementary bill was issued to M/s Reliance Communications limited by Adipur Sub-division vide letter no. ADI/Billing/Supplementary Bill/18/3006 Dtd. 18.06.2018.
- 3.5 According to laboratory report consumer is supposed to pay invisible units which was not displayed at the time of meter reading. As per PGVCL representation Supplementary Bill worth Rs. 14,77,873.61 is found in order.

Order

- 4.0 We have considered the contentions of the appellant & respondent also facts, statistics & relevant papers which are on record and considering them in details, our findings are as under:
- 4.1 There exists 15 KW-NRGP connection in the name of Reliance Telecom Inf. Limited. Near Airtel Tower at village, Mathak bearing Consumer No. 38413/00417/9 belonging to PGVCL Adipur Sub-division under Gandhidham Division Office-Anjar Circle Office.
- 4.2 Originally, this connection was released in the year-2008. As per record date of connection found to be 14.04.2008.
- 4.3 Initial reading was 000006 at the time of release of connection.
- 4.4 From release of connection ie. 14.04.2008, having initial reading 000006, meter was showing accurate reading up to November-2009 ie Reading 26191 observed in the month November-2009 billed in December-2009.
- 4.5 From available record, it seems that display became invisible from December-2009.
- 4.6 Thereafter, majority all bills have been issued having same reading 26191 KWH ie zero units consumption from December-2009 to December-2015.
- 4.7 Neither PGVCL nor Reliance Communications Limited have taken care to find out reasons for zero units consumption continuously for 06 (Six) years. Also PGVCL has not replaced the meter for years together.
- 4.8 From January-2016: PGVCL have issued bills for abrupt reading showing abrupt consumption.
- 4.9 When display was invisible from December-2009 Zero units consumption bills from December-2009 to December-2015 as well as abrupt units bills have been issued from January-2016 to December-2017 having abrupt consumption.
- 5.0 Thereafter meter was replaced in the month November-2017 ie 16.11.2017 & meter change entry was taken in the energy bill of January-2018 billed in February-2018.
- 5.1 This way old meter was invisible from December-2009 to November-2017 until replacement of meter on Dtd. 16.11.2017.
- 5.2 It is quite evident from MRI record & record of meter reading taken by meter readers from November-2016 to November-2017. The chart submitted by PGVCL is narrated as under.



MRI		METER READER		
Date	Reading	Date	Reading	Actuals
10.11.2016	221512	17.10.2016	30168	F
26.12.2016	223667	22.11.2016	30168	F
12.01.2017	225635	13.12.2016	30168	F
20.02.2017	227044	15.01.2017	30357	F
04.03.2017	228646	16.02.2017	30357	F
22.04.2017	230231	21.03.2017	30357	F
30.05.2017	231885	16.04.2017	31174	F
09.06.2017	233471	23.05.2017	31633	F
15.07.2017	235112	18.06.2017	32368	F
26.08.2017	236735	21.07.2017	32368	F
18.09.2017	238357	24.08.2017	32368	F
16.10.2017	240008	20.09.2017	32368	F
07.11.2017	240869	23.10.2017	32368	F

From above mentioned available data of MRI, it is very clear & evident that PGVCL meter readers have issued complete bills abruptly although display was not visible for so many years. It is also surprising that Reliance Telecom Inf Ltd is also failed to communicate with PGVCL for non-visible display & zero units consumption for years together. Also PGVCL has not replaced the meter for years together.

- 5.3 Considering available MRI reports, facts, Statistic, correlated evidence, relevant papers which are on record & considering them in details, it seems that complete meter reading except smaller period from release of connection in the year 2008, entire meter reading is abrupt & bills have been issued without true meter reading. Majority bills have been issued showing quite incorrect meter reading.
- 5.4 The competent authority of PGVCL is directed to investigate all these abnormalities from root level, also directed to initiate disciplinary actions against defaulter employees/officers.
- 5.5 PGVCL is directed to prepare revised supplementary bill considering initial Reading as "000006" in the month April-2008 & final reading as 240869 in the month November-2017 for old meter ie up to date of replacement 16.11.2017. The entire consumption

may be equally bifurcated between April-2008 to November-2017 at appropriate tariff & Complete amount paid by Reliance Telecom Inf Ltd may be credited for these particular Period.

- 5.6 PGVCL is directed to permit appellant to make payment of supplementary bill in two equal monthly installments without interest (Delay Payment charge) from issue of revised supplementary bill.
- 5.7 We order accordingly.
- 5.8 With this order, representation/application stand disposed of.



Joshi N.H.
(N H Joshi)
Independent Member

J.B. Parekh
(J.B.Parekh)
Chairperson

Note:

- (1) If aggrieved by the order, the applicant may make a representation to the Ombudsman within a period of 30 days from the date of this order.
- (2) As per Gujarat Electricity Regulatory Commission, (Consumer Grievances Redressal Forum & Ombudsman) Regulations, Notification No: 2 of 2011 A representation may be entertained by the Ombudsman only if the following Condition is satisfied i.e Clause No 3.17(viii): The complainant has deposited one third amount in terms of Forum's order, if required, with Licensee & submit proof of payment made.
- (3) Address of Ombudsman:

Office of the Electricity Ombudsman
Barrack No.3, Polytechnic compound,
Ambawadi, Ahmedabad-380015.
Phone No. (079) 26302689

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