

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-01-2018-19
Complainant	M/s. Nirma Limited, Detergent Complex, Village: Alindra Tal: Savli, Dist : Vadodara
Respondent	Shri P N Thanawala, Deputy Engineer (HT Cell) of Corporate office, MGVCL, Vadodara.
Date of hearing	06.04.2018 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Technical Member	Shri H R Shah, (RA&C) MGVCL Vadodara

The complaint dated 19.03.18(recd on 05.04.18) regarding Wrong commencement of minimum billing as per enhanced demand of 11500 KVA from existing demand of 9500 KVA with aggregated demand of 11500KVA from the month of January 2018.

1.0 On 06.04.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Maheshwari and Shri Soni appeared on behalf of complainant M/s. Nirma Limited, Detergent Complex, Village: Alindra, Tal: Savli, Dist : Vadodara whereas Shri P N Thanawala, Deputy Engineer (HT Cell) of Corporate office, MGVCL, Vadodara appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 Party M/s. Nirma Limited, is having existing load of 9500 KVA EHT connection at village Alindra, Tal: Savli, Dist : Vadodara, bearing HT connection No.13240.

2.2 They had applied for additional load of 2000 KVA on 01.07.17 for which estimate was given and details of the payment is as under:

1)	MGVCL connection charges	Rs.45,500.00
2)	MGVCL Security Deposit	Rs.1,18,64,447.00
3)	GETCO Pro-rata & supervision charges for CTPT replacement	Rs.19,67,000.00

Detailed estimate was paid by the party on 12.10.17. Agreement was executed on 03.11.17. Officers of GETCO & MGVCL visited their site for checking feasibility for installation of separate CTs i.e. separate protection & metering core on 29.11.17. During site, GETCO informed for providing separate PTs also for metering. Accordingly, GETCO served supplementary estimate through MGVCL vide letter No.85 dated 20.01.18 of Rs.2.03 lacs for installation of 132 KV PT. This was paid on 14.02.18.



Now, the issue starts as MGVCCL has commenced minimum billing for 11500 KVA by 08.01.18.

Complainant represented that as per Electricity Supply Code 2015 he is eligible for six months' time to complete the work. Also, they are of the strong opinion with the regulations that unless and until, work completion by GETCO is given Release order cannot be issued.

Party represented that they did not receive the Release order.

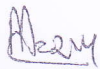
- 3.0 The respondent contended that if only CT/PT replacement is involved, then Release order is to be issued. Since as per the definition of "Electric Line" in Electricity Supply Code 2015, Meter Equipments (CTPT) are not a part of electric line. MGVCCL has also internal guidelines vide letter No.MGVC/RA&C/EHT/628 dated 20.11.2014, to issue release order on execution of agreement, where only installation of CTs/PTs are involved and on replacement of CT/PT, physical connection is released. In this case, there is no line work involved, so, after execution of agreement on 03.11.17, Release order was given on 08.11.17 and minimum bill commenced from January 2018, whole procedure is exercised as per the rules.

The respondent contended that the Release order is issued in the name of the consumer at the address given by the consumer in the HT Application Form vide letter No.MGVCCL/EHT/Addl/RO/3069 dated 03.11.17.

- 4.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that minimum billing after issue of Release order is in order.

ORDER

- 5.0 The Forum directs the complainant M/s. Nirma Limited, Detergent Complex, Village: Alindra, Tal: Savli, Dist : Vadodara, to pay minimum bill amount accordingly.


(H R Shah)
Technical Member

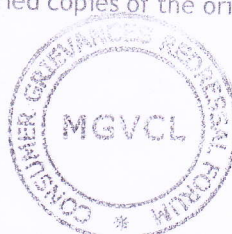

(Smt Mala Y Shah)
Chairperson

PS:

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is :** The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>

