

**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-11-2017-18
Complainant	Shri Dilipbhai Dhirajlal Shah, partner of Kathlal Oil Mill, OPP: Railway Station, Kathlal - 387 630, Dist: Kheda
Respondent	Shri R N Parmar, Executive Engineer, Mehmabad division of MGVL.
Date of hearing	13.06.17 at Anand & 14.07.17 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVL Vadodara

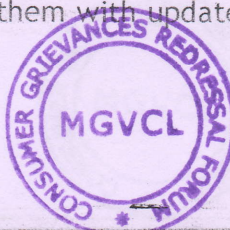
The complaint dated 07.05.17 (recd on 12.05.17) regarding objection against Yearly Minimum Charge (YMC) bill of 2016.

On 13.06.17 at Anand & 14.07.17 at Vadodara, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dilipbhai Dhirajlal Shah, partner of Kathlal Oil Mill and his brother Shri Subodh Dhirajlal Shah appeared on behalf of Kathlal Oil Mill, whereas Shri R N Parmar, Executive Engineer, Mehmabad appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. Complainant Shri Dilipbhai Dhirajlal Shah, partner of Kathlal Oil Mill, OPP: Railway Station, Kathlal - 387 630, Dist: Kheda, having Contract Demand 160 KVA, con no.15302.
2. Complainant was issued YMC bill amounting to Rs.2,77,006.30 on dated 17.04.2017 by respondent Executive Engineer, Mehmabad.
3. Complainant was heard in Complaint Redressal Committee (CRC) at Mehmabad division on 17.04.2017 and passed order that as per tariff schedule YMC bill calculated and bill issued for Rs.2,77,006.30, is in order.
4. Thenafter, complainant approached to CRC at circle level on 24.04.2017 and order was passed that complainant is a seasonal consumer, bill issued for YMC is line with the prevailing rules and is in order.

The complainant and representative of the complainant contended that regarding tariff schedule & its rules, the consumer was not given any information, no notification even GERC has also advised in past that regular meeting with the HT consumer should be held to apprise them with updated rules and regulations so that



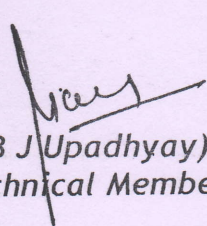
they may not have to face any problem. If consumer would have been is billed under HTP-1 tariff then, he would have got relief from paying YMC calculated for seasonal consumer. He feels that there is a disparity in seasonal consumer where as per the rate of Rs.4550/KVA if additional bill is not arrived at the end of year then shortfall amount is recovered.. He agreed that there was a mistake that he had applied for getting benefit of seasonal but they were not aware of the tariff structure so for this proper advertisement issued all the tariff circulars, revision etc given to the HT consumers as he has not get all these things and not aware then in that case relief in the additional bill issued to him should be given. Party has also requested that MGVCCL cannot charge more than Rs.111576.30 which is the comparison of HTP-1 and SHTP-1 tariff. Comparison clearly shows the total difference of both HTP-1 & SHTP-1 is Rs.111576.30 (sheet attached which is given by party).

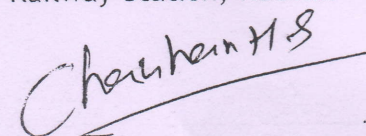
The respondent contended that YMC bill have been calculated as per tariff schedule clause No.13.1.1 to 13.1.3 & as per 13.11.4, 85% of CD 160 KVA i.e. 136 KVA YMC for above consumer is calculated @ given in schedule i.e. Rs.4550/KVA/year so it works out to Rs.618800/- out of which party has his annual actual energy bill of Rs.341793.70 so shortfall amount of Rs.277006.30 is to be paid, which was issued to the party. CRC has also passed ordered that the bill issued is in order and as per rules.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that that the YMC bill 2016 amounting to Rsd.2,77,006.30 issued to the complainant is in order.

ORDER

The Forum has come to the conclusion that the YMC bill 2016 amounting to Rsd.2,77,006.30 by the respondent Executive Engineer, Mehmadabad of Madhya Gujarat Vij Co Limited, issued to the complainant Shri Dilipbhai Dhirajlal Shah, partner of Kathlal Oil Mill, OPP: Railway Station, Kathlal - 387 630, Dist: Kheda is in order.


(B J Upadhyay)
Technical Member


(Harsha S Chauhan)
Independent Member

(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum then complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. The office address of 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/Consumer%20Grievances/Procedure/Procedure.pdf>

From: mgvcl@mgvcl.com

Date: 24/05/17

Complaint No. MGCL-11-2016-17

To:
Shri Dhirajlal Dhirajlal Shah
C/o Kathal Oil Mill
OPP: Railway Station
Kathal - 387 630
Dist: Kheda



Sub: Your grievances regarding objection against Annual Revision Charge bill of 2016

Ref: Your application dated 07.05.17 (recd: 12.05.17)

Dear Sir,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Thanking You,

Yours Sincerely,
For & on behalf of CGRF

(Signature)
(D. Rajmudar)
Convener

Encl: As above

Along with order to:

1. To: MGCL Corp Office, Vadodra

2. To: MGCL Corp Office, Khedra

CCP:

SE (Legal) MGCL - C/O Kathal

EE (Legal) MGCL - C/O Kathal

DE Kathal: S/O

—He is requested to verify the order within 7 days from the date of issue of this letter.