

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-05-2018-19
Complainant	M/s. Madhav Microns, 253 Runvad, Tal & Dist: Chhotaudepur
Respondent	Shri Vasaiya, Deputy Engineer of Chhotaudepur s/dn of MGVCL.
Date of hearing	02.06.2018 Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri H R Shah, (RA&C) MGVCL Vadodara

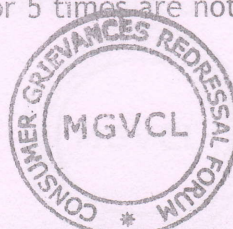
The complaint dated 23.05.2018 regarding not sanctioning 5 KW LTMD additional load & field is pressurizing for getting HT connection.

1.0 On 02.06.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandresh Parikh, Partner appeared on behalf of complainant M/s. Madhav Microns whereas Shri Vasaiya, Deputy Engineer of Chhotaudepur s/dn 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 Complainant is situated at 253 Runvad, Tal & Dist: Chhotaudepur, running the business of minerals having load of 95 KW under LTMD category.

3.0 The representative of the complainant contended that they are running their business since long. They plead that, after replacement of old meters & after installation, LTMD meters demand got exceeded. So, they have claimed that at local office number of times, they have complained for replacement of meters but could not do. Field officer had checked the meter with accucheck meter where all parameter were showing higher values then meter in question. Regarding crossing of Contract Demand for four times or 5 times are not aware by them as no notice



or no verbal instructions were given before and they being the consumer they are not supposed to update the rules. Local field officer for this occurrence had sent two notices one on 07.12.2017 and other on 09.04.2018. The statement of Contract Demand exceeded is as under for FY 2016-17:

Sr No.	Billing month	Contract Demand in KW	Actual demand in KW	%age excess drawal.
1)	May 16	95	110	16
2)	June 16	95	108	14
3)	Nov 16	95	108	14
4)	Dec 16	95	114	20

The statement of Contract Demand exceeded is as under for FY 2017-18:

Sr No.	Billing month	Contract Demand in KW	Actual demand in KW	%age excess drawal.
1)	May 17	95	112	18
2)	June 17	95	113	19
3)	July 17	95	112	18
4)	Aug 17	95	121	27

These two notices were received by party. Here, complainant contended that they had applied for 5 KW LT additional load on 30.01.2018 to save themselves from avoiding to take HT connection. SDO has accepted their application and estimate was issued to them and test report was also accepted but till date addl load is not released so, their main grievance is that why their LT additional load is not released? So they should be given full consideration for this issue.

4.0 The respondent contended that complainant was served notice for violation of exceeding their Contract Demand in various months in the year 2016-17 as shown in above table. Here, they have issued notice in the end of year 2017. Similarly, for 2017-18 they have issued the notice as shown in above table. But on questioning by the forum to the field offices that under what circumstances they



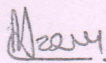
have accepted LT addl load application which mis-lead the consumer and cause the grievances to raise. But in accordance to the provision under clause No.4.95 of Electricity Supply Code they have violated rules and crossed demand four times in a year more than 5%. Similarly, in April 2018, again they were issued notice for such type of exceeding of 95 KW load for more than 4 times for more than 5% in 2017-18. So they are asked to get HT connection else under Suo-motu HT estimate shall be issued.

Regarding estimate charges of 5 KW accepted by the field is not the correct procedure for which field officer should be cautious while discharging his duties so as not to put consumer into difficulties.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed, ledger sheet, checking sheet and arrived at following conclusion / order.

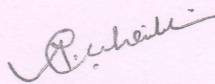
ORDER

6.0 The Forum directs respondent Madhya Gujarat Vij Co Limited to issue Suo-motu HT estimate of average of four maximum demand recorded as per provisions of clause No.4.95 of Electricity Supply Code 2015 and adjust LT estimate payment while issuing the estimate for HT under suo-motu to the complainant M/s. Madhav Microns, 253 Runvad, Tal & Dist: Chhotaudepur. Request application of party is kept aside.



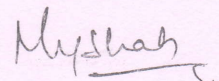
(H R Shah)

Technical Member



(A G Shaikh)

Independent 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>



Dear Sir,

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

Thanking you,

Yours faithfully,

For & on behalf of MGCL

PTA to MD MGCL Corp Office, Vadodra

CE (IT) MGCL Corp Office, Vadodra

MD MGCL

SE (IT) MGCL - CO. Office, Vadodra

CE (IT) MGCL DC, Vadodra

DC (IT) MGCL DC, Vadodra

It is requested to submit Action Taken Report within 7 days from the date of issue of this letter.