

**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-IV-102-2014.15
Complainant	M/s. Modern Petrofils (A unit of Modern Syntex P Ltd.), NH No.8, Bamangam, Tal: Karjan, Dist ; Vadodara
Respondent	Shri R I Mistry, Deputy Engineer (Tech) of Jambuva Division of MGVCL.
Date of hearing	09.01.2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The complaint dated 24.11.2014 regarding excess MD charged in energy bill for the month of Aug 2014.

On 09.01.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri R P Agrawal, General Manager (Comm) and Shri R C Thakor, G M (Elect) appeared on behalf of M/s. Modern Petrofils (A unit of Modern Syntex P Ltd.), whereas Shri R I Mistry, Deputy Engineer (Tech) of Jambuva Division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant having consumer No.13458 HT connection with Contract Demand of 4000 KVA.
2. The power is fed through 132 KV line 1 & 2 through 220 KV Jambuva s/s.
3. During the billing period of August 2014, there was hike in maximum demand & reached upto 5690 KVA.
4. The meter was checked at Jambuva Division lab and also MRI data retrieved in presence of representative of consumer.
5. Additional bill issued for crossing of maximum demand is illegal as they have not run any additional machinery so to give justice.

The representative of the complainant contended that they have 4000 KVA EHT connection with voltage level 132 KV. Their normal maximum demand is in range of 1500 KVA to 2489 KVA. On dated 19.08.2014, the maximum demand shootup to 5690 KVA. MGVCCL has issued bill for additional demand charges of Rs.22,81,175/- for which they have paid the amount under protest and urged for the relaxation. They have provided Automatic Capacitor Bank with 900 KVAR x 3 nos of connected on LT side and all are in service.

The respondent contended that consumer has installed ABT meter No.APSB0620 & with 0.2S class of accuracy as consumer has availed benefit of Open Access. The contract load is 4000 KVA. While issuing bill for the month of Aug 2014, it was noted that maximum demand recorded 5690 KVA. As per rules, additional bill as per maximum demand recorded issued to the consumer. The MRI data of load survey was taken in presence of complainant. On 19.08.2014 from 14.45 to 15.15 hours, it is recorded that there is hike in reactive load and poor power factor which was reduced upto 0.3 lag. The 132 KV panel side MRI at Jambuva s/s has also recovered the same incident.

The Forum Members present at the hearing considered contention of both the parties and perused the records submitted to the Forum and observed that the maximum demand is crossed beyond the permissible limit. One of the reason seems as per records is low power factor. The phenomena sustained for longer period and record in the meter. There is no abnormality at the s/s data from where 132 KV feeder emanating. So something abnormal must have happened at consumer load side for which consumer has to lookafter.

In view of the above discussion, the Forum is of the opinion that as per tariff financial year 2013-14 approved by GERC Part-II clause no.13.1.2, the consumer is liable for penalty for power consumption exceeds permissible maximum demand.

ORDER

The Forum directs the complainant M/s. Modern Petrofils (A unit of Modern Syntex P Ltd.), NH No.8, Bamangam, Tal: Karjan, Dist: Vadodara, that the bill issued by Madhya Gujarat Vij Company Limited for the month of Aug 2014 in connection with the event of excess demand is in order.

(A G Shah)
Technical Member

(Harsha S Chauhan)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach 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>