CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well Notification No.2/2019 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-04-2023-24
Complainant	M/s. Ekta Cold Storage, LS No.1361, Village : Ajarpura, Tal & Dist: Anand
Respondent	Shri C V Patel, Dy Engineer Anand (North) s/dn & Shri Hitendra Pandya, Dy Engineer Anand Rural division of MGVCL.
Date of hearing	25.05.2023 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri S P Trivedi, Vadodara
Technical Member	Shri K B Dhebar, (RA&C) MGVCL Vadodara

The complaint dated 02.05.2023 regarding suomotu estimate of LT to HT conversion at LS No.1361 at village Ajarpura, Tal & Dist: Anand.

1.0 On 25.05.2023, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Salimbhai & Nihalbhai, partners appeared on behalf of complainant M/s. Ekta Cold Storage whereas Shri C V Patel, Dy Engineer Anand (North) s/dn & Shri Hitendra Pandya, Dy Engineer Anand Rural division 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 The complainant having 100 KW LTMD connection bearing consumer No. 04209/61205/7 at village Ajarpura, Tal & Dist: Anand.

2.2 The complainant has drawn four times excess demand in FY 2022-23. The details are as under:

Month	Contract demand in KW	Maximum demand in KW	%age excess	Field office letter dated
April 22	100	119.54	19.5	21.04.22
May 22	100	106.52	6.52	19.05.22
June 22	100	107.00	7.00	20.06.22
July 22	100	107.08	7.08	29.07.22

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2.3 Though issuing these four notices, the complainant has not applied for additional load application. Therefore, Anand North s/dn office informed division office Anand to carryout survey & issue an estimate to said consumer as per demand, it would become an HT consumer vide letter No.AND(N)/Billing/LTMD/2382 dated 18.08.22 & AND(N)/Billing/LTMD/3067 dated 03.10.22.

2.4 Division office, Anand, carryout survey & Circle office issued an estimate to said consumer vide Letter No.Anc/Tech-1/Suomotu/LT to HT/ 1572 dated 29.03.2023 but estimate is not paid by consumer.

3.0 The representative of the complainant contended that -

3.1 They have not received any notice in the Month in which demand exceeded.

3.2 Their business of potato storage is reduced drastically and they did not require HT connection.

3.3 They have reduced the load considerably from Sept'22 onwards.

3.4 The maximum demand was exceeded in April 22 due to motor blast in their cold storage. Now, they replaced old motor and drawing maximum demand as per contract load.

3.5 They have strongly requested to cancel suomotu estimate.

3.6 They have verbally consented to pay Minimum charges for HT demand for 2 years.

4.0 The respondent contended that -

4.1 Respondent, has submitted that RPAD notice had been issued by his office for enhancement of contract demand but there was no response from consumer side by the end of the notice period, MGVCL have initiated procedure for enhancing the consumer contract demand to the average of four recordings of maximum demand shown by the consumer's meter in the last FY 2022-23, as per GERC Notification No.4, clause No.4.95.

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5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:

5.1 As per available record and submission by respondent & complainant, it was confirmed that the maximum demand was recorded in excess of contract demand by 5% or more for four times during financial year 2022-23, the respondent MGVCL had issued 30 days' notice to the consumer for submitting an application form for enhancement of load.

5.2 It was observed that due to non-response of the consumer by the end of notice period, the procedure for enhancing the contract demand from 100 KW LTMD to 123 KVA HT and estimate issued in accordance with clause No.4.95 of GERC Supply Code 2015 by the respondent is in order.

Review of Contracted Load/ Sanctioned Load Contracted Demand

In case of HT, EHT and Demand Based LT connections, if the maximum demand was recorded to be in excess of contract demand by 5% or more for at least four times during last financial year, the licensee shall issue a 30-day notice to the consumer for submitting an application form for enhancement of load. If there is no response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's contract demand to the average of four recordings of maximum demand shown by the consumer's MDI meter in the last financial year. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the enhanced demand. The enhanced demand will be considered as revised contact demand on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised contract demand.

In case of non-Demand Based LT connections, review of Contracted Load/ Sanctioned Load shall be carried out once in a financial year and if it is found that connected load on such type of connection is 25Yo or more than the Contracted Load/ Sanctioned Load in case of Residential Consumers and l0%o or more than the Contracted Load/ Sanctioned Load in case of other categories of consumers, the licensee shall issue a 60-day notice to the consumer for submitting an application form for enhancement of load. If there is no

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response from the consumer by the end of the notice period, the licensee shall start the procedure for enhancing the consumer's Contracted Load/ Sanctioned Load to the load found at the time of inspection. In such case, the consumer shall be liable to pay all applicable charges as per provisions of this Code for regularization of the enhanced load. The enhanced load will be considered as revised Contracted Load/ Sanctioned Load on receipt of such charges and all provisions of agreement shall be applicable to such consumers for revised Contracted Load/ Sanctioned Load.

5.3 The Forum considered the contentions of the complainant and the contentions of Respondent and the facts, statistics, and relevant papers, which are on records, and considering them in detail, the findings are as under:

i) The complainant prayed that he wanted to continue consumption of electricity as per the contracted demand of 100 KW under the LT connection and he doesn't require HT tariff connection as per the contract demand of 123 KVA as proposed by the Respondent.

ii) During the hearing the complainant stated that they agreed to pay the demand charge for a period of 2 years, subject to the difference between the contracted load of 100 KW and the demand of 123 KVA as per the Suomotu estimate issued by the Respondent under the HT Tariff.

iii) The action initiated by the Respondent to serve notices to the complainant to regularize the contract demand is also seen and by that way chance for the regularization of the contract demand was provided to the complainant. Excess demand records were intimated to the Complainant to control its contract demand or to avail the additional demand by the Respondent.

iv) The Maximum Demand recorded in the connection of the complainant for the year 2022-23 after Sept'22 is within the contracted demand capacity. It is also taken into consideration.

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v) In such type of cases, when the complainant had consented to the payment of two year minimum charges against the Differences of the contracted demand with the contract demand worked out under

Suomotu proceeding by the Respondent, it is to look into the order passed by the ombudsman in a similar type of cases. Previously, the ombudsman had observed the merits in -

(1) Case No. 46/2021 - Darshan A Shah, order dated. 13.12.2021
(2) Case No. 01/2022 - Dura Plast, order dated.16.06.2022
(3) Case No. 48/2022 - Arvindbhai B Patel, order dated 18.02.2023 and
(4) Case No. 20/2022 - Shri Gobind Nutritions Pvt Ltd, order dated 14.03.2023

and passed order in the respective cases. This case is having similar nature and the aforesaid direction is needed to apply here for the delivery of natural justice.

ORDER

6.0 The Forum Members present during the hearing considered contentions of both the parties and has come to the conclusion that -

6.1 The procedure for enhancing the contract demand from 100 KW LTMD to 123 KVA HT and estimate issued by respondent MGVCL in accordance with clause No.4.95 of GERC Supply Code 2015 is in order in respect of complainant M/s. Ekta Cold Storage, LS No.1361, Village : Ajarpura, Tal & Dist: Anand.

6.2 In view of the complainant's request, the Respondent shall collect the minimum charges of two years for the difference between the contracted load of 100 KW and the demand of 123 KVA in connection with the complainant and continue power supply under the 100 KW LT Connection of the complainant. If the complainant drawls demand exceed more than 5% of the contracted demand in the aforesaid LT connection, the contract demand shall be covered under

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clause no. 4.95 of the GERC's Electricity Supply code and related matters Regulation-2015 and regularize the contract demand of the complainant by taking the specific action immediately as per the aforesaid Provisions.

6.3 Suomotu estimate issued by respondent MGVCL for enhancement of contract demand from 100 KW to 123 KVA HT shall be considered as deemed cancelled after receipt of payment of Minimum Charges for two years.

(K B Dhebar)	SPTrivedi
Technical Member	*(S P Trivedi)*
	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.3.19 (viii) of GERC Notification No.2 of 2019.*

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

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