

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-II-08-2018-19
Complainant	M/s. Swastik Agro Industries, Vasad Borsad Road, Near Railway Crossing, Bhetasi Road Corner, VASAD
Respondent	Shri K I Dalwadi, Deputy Engineer Vasad s/dn of MGVCL.
Date of hearing	17.07.2018 at Corporate Office Vadodara

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

The complaint dated 25.06.18 recd through our GUVNL office vide letter dt 25.6.18 regarding notice against disconnection of power supply and to pay HT power supply estimate

1.0 On 17.07.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dharmesh Rakhodia, appeared on behalf of complainant M/s. Swastik Agro Industries whereas Shri K I Dalwadi, Deputy Engineer Vasad 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 The complainant M/s. Swastik Agro Industries, Vasad Borsad Road, Near Railway Crossing, Bhetasi Road Corner, Vasad Dist: Anand, LS No.789/2/2, is existing LTMD connection of 99 KW, consumer No.50201/05433/7

2.2 Complainant was issued suo-moto notice on 22.09.2017, for excess drawal then Contract Demand 99 KW in below mentioned table:

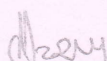
Billing month	Contract Demand in KW	Actual Demand	%age Excess drawal
Apr 17	99	120	21
June 17	99	136	37
July 17	99	134	35
Aug 17	99	142	43
Sept 17	99	144	45

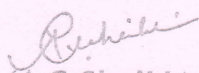


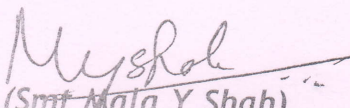
- 3.0 The representative of the complainant contended that Deputy Engineer Vasad s/dn had served suo-moto notice for 200 KVA for LT to HT conversion under HTP-1 tariff. Party's grievance is that, they have been compelled to pay the estimate of 200 KVA for availing HT power as the LT drawal had exceeded by them as per above table. So in line with the clause No.4.95 of Electricity Supply Code 2015 they were issued the notice. The estimate which they have received was containing the line charges. Now, their grievance is this that since the line is already existing for their existing LT connection. So, why again line charges are proposed? At present, there is a recession in industries and they were not aware of the rules but now they have removed one machine and installed load controller so they may be given relief from paying line charges and review their HT demand connection. Further, the estimate given for 200 KVA may also be reviewed.
- 4.0 The respondent contended that as per clause No.4.95 of Electricity Supply Code 2015, the suo-moto notice was issued to the party as party has repeatedly crossed the Contract Demand as shown in above table. So, estimate for 200 KVA was issued. Line charges proposed are on RSJ girdle pole by replacing existing PSC pole and looking to their demand average of the highest Contract Demand 200 KVA HT estimate is issued.
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that since on the Vasad Town feeder majority of the connections are given from PSC pole and then why line is proposed again on RSJ Pole?. Further, when the line is existing then why duplicate charges are proposed. HT estimate may be revised by reviewing the demand as per clause No.4.95 of Electricity Supply Code 2015.

ORDER

- 6.0 The Forum directs the respondent Madhya Gujarat Vij Co Limited to revise estimate and review Contract Demand as per clause No.4.95 of Electricity Supply Code 2015 and ask complainant M/s. Swastik Agro Industries, Vasad Borsad Road, Near Railway Crossing, Bhetasi Road Corner, Vasad, Dist: Anand, to apply fresh for HT power demand.


(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>



Yours Sincerely,

For & on behalf of CGRF

(Signature)
(B.C. Majumdar)
Convener

Encl: As above

Yours faithfully,

ETA to MGVCL Secy Office, Vadodra
CC to (Prof) MGVCL Secy Office, Vadodra
Copy to
SE (GM) MGVCL - CG Grand
EX (GM) MGVCL - CG Grand
P & MGVCL Vadodra

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