

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-III-55-2010.11
Complainant	Sun-deep Nursing Home, Nizampura, Vadodara.
Respondent	Shri N N Parmar, JE of Fatehganj s/dn of MGVCCL
Date of hearing	24.12.2010

QUORUM	NAME
Member	Shri K R Shah, MGVCCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 13.12.2010 is for the refund with interest for new vij connection and for wrong application of tariff LTP-I for lift.

Today on 24.12.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri R B Bhayani appeared on behalf of M/s. Sun-deep Nursing Home, Nizampura, Vadodara, whereas Shri N N Parmar, JE of Fatehganj appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant have first written grievance vide letter dated 26.10.09
2. The complainant had sent reminder letters dated 2.12.09 and 22.05.10
3. The complaint ref Number was MG-III-48-2009.10 and the other complaint ref No.MG-III-55-2010.11. There are two issues involved namely (a) refund with interest for new vij connection and (b) why lift (21 KW) connection is considered under LTP-I tariff.

The representative of the complainant contended that the second connection of 21 KW for lift in the Hospital premises i.e. Sun-deep Nursing Home is considered under LTP-I tariff as per the rules of the company, while Hospital connection is considered under LFD-II tariff. Shri Bhayani, the representative of the complainant asked Forum why two tariffs are applied for one premises which is used for Hospital purpose and added that the MGVCCL should clarify the policy / rules under which the differentiation is made and implemented.

The Respondent Shri N N Parmar, JE of Fatehganj MGVCCL contended that as per the tariff schedule of MGVCCL for supply of electricity at Low Tension (LT), rates LFD-II (for commercial consumers) will apply to the services in respect of commercial premises, such as shops, workshop, hotel, restaurants, show rooms, offices etc LTP tariff shall be applicable for motive power services. LTP-I is applicable for aggregate for motive power load not exceeding 125 BHP. The tariff charges differ for contracted load upto 10 BHP and above 10 BHP in various slabs.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. Regarding refund of new vij connection, the Forum has to refer old case and hence it shall be separately dealt with as agreed by the complainant.
2. Regarding the applicability of Tariff for Lift, Commercial Circular No.684 bearing ref No.OM:COM:D:PR 45:8179 dated 8.10.1998 of erstwhile GEB and clarification on circular No.COM:D:PR 46:3232 dated 05.07.2002 of erstwhile GEB are enclosed herewith. The circulars are self-explanatory and justify the lift to consider in LTP-I tariff.

In view of the above discussion, the Forum is of the opinion that the bill issued to the complainant M/s. Sun-deep Nursing Home, Vadodara for lift provision under LTP-I tariff is in order. To understand LTP-I tariff as industrial tariff is misnomer. LTP-I tariff is for motive power used upto 125 BHP for 3 phase supply.

ORDER

The Forum directs the complainant M/s. Sun-deep Nursing Home, Vadodara to go through the circular to understand that LTP-I tariff charged to the lift provided in this premises is in order.

(K R Shah)
Member

(M J Vaidya)
Independent Member

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

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>