

**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-18-2012.13
Complainant	Shri Sardar Udyognagar Ind Asso at Sardar Estate, Ajwa Road, Vadodara 390 019
Respondent	Shri B M Patil Junior Engineer, Sardar Estate of Vadodara s/dn.
Date of hearing	08.06.2012

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 17.05.2012 regarding refund of Security Deposit of single phase connection.

Today on 08.06.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri S S Sumant, President and Shri Anis Master, Secretary, appeared on behalf of Shri Sardar Udyognagar Ind Association, whereas Shri B M Patil Junior Engineer, Sardar Estate of Vadodara s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. As per the complainant, there are 650 factories having single phase connections and 3 phase connections in Sardar estate. As per MGVCL's circular No.384 dated 17.9.2011, single phase meters are to be removed and only 3 phase meters are to be used for power supply.
2. All industries have initially paid Security Deposit of single phase meters. If single phase meters are to be removed, the consumers have insisted that the Security Deposit paid against single phase supply require to be refunded.
3. As per new tariff, MGVCL have started to get Rs.225/ for three phase meter rent in each billing cycle.

The complainant contended that the Security Deposit taken by MGVCL against single phase supply have not been either refunded or merged in the 3 phase meters' connection. They have further stated that the three phase meter rent of Rs.225/ per month is very high. Hence, industries should be allowed to pay full cost of meter so that they have not to pay meter rent.

The Respondent Shri B M Patel, Junior Engineer of Sardar Estate, MGVCL contended that MGVCL has decided to merge Security Deposit of single phase connection in 3 phase connection. It will appear in coming energy bills. 3 phase

meter rent is decided by company's policy and hence it is beyond their powers to review. It is further stated that there are total 575 industrial consumers out of which 407 numbers of consumers have their meters physically merged, remaining consumers have different rate of Electricity Duty for their industrial connections and commercial connections. The copy of Circular No.MGVCL:RA&C:Cir:Apr-10.11:Peti 1099:384 dated 17.9.2011 is put up before the Forum.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that merging of single phase and 3 phase meters are on stream but is not applicable to all consumers of Sardar Estate. The circular under reference is enclosed herewith.

In view of the above discussion, the Forum is of the opinion that the concerned sub-division should send copy of circular to the Sardar Udyognagar Industrial Association so that they can display on their notice board and inform the consumers about the actions being taken by MGVCCL for change over.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to educate the association and their members about the circular, merging process of the single phase and 3 phase meters and schedule to complete change over process.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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 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>