

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

|                 |                                                                                                                           |
|-----------------|---------------------------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-119-2011.12                                                                     |
| Complainant     | Shri Prahladbhai Devram Pagare, Near Hariom Society, Near Nani Nehar, Opp. SRP, Village Nadiad, Tal. Nadiad, Dist. Kheda. |
| Respondent      | Shri R.M. Patel, Deputy Engineer of Nadiad (West) Sub-Division of MGVCL.                                                  |
| Date of hearing | 02-03-2012                                                                                                                |

| 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 13-02-2012 is for reducing commercial load.

Today on 02-03-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Prahladbhai Devram Pagare appeared whereas Shri R.M. Patel, Deputy Engineer of Nadiad (West) Sub-division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The Complainant has Consumer No. 00207/05245/2.
2. The Son of the Complainant was operating the STD services at the said premises having Contract Demand of 2 KW load. It is discontinued since long. MGVCL is raising bills on the basis of contract load of 2 KW. As the complainant had observed high energy bill compared to the actual energy consumption, he approached MGVCL Office to reduce load from 20 to 10 KW presuming that his contract load is 20 KW. As a matter of fact, his contract load was only 2.0 KW, which is misinterpreted as 20 KW by the consumer. The original A-1 form was not brought to the Forum, but confirmed on the basis of energy bill that contract demand is 2.0 KW.

The Complainant has complained for his higher energy bill because of high demand load, for which, he wants to reduce the Contract Demand. Also, his expectation was that the energy bill must be reduced when he is not operating STD services.

He contended that he wants to discontinue the commercial connection and also to reduce the load.

The Respondent Shri R.M. Patel, Deputy Engineer, Nadiad (West) Sub-Division contended that the anomaly in the understanding of the Complainant was cleared to

him in person, however, the Complainant had neither approached the Office for further guidelines in the matter nor given A-1 form for reduction of load and hence the complaint has remained unattended.

The Forum is of the opinion that since the Complainant has not done formality of reducing the load by filling in the A-1 form, MGCVCL could not help him in the matter. The Complainant has to approach the concerned Sub-Division Office to fill up A-1 form and further any guidelines about the procedure to be completed for load reduction as per requirements.

## **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to give guidelines to the Complainant about filling in the A-1 form and to decide about how much load can be reduced based on the connected load in his premises.

**(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>