

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-97-2011.12
Complainant	The President E Tower, Avishkar Complex, Old Padra Road, Vadodara.
Respondent	Shri N D Pradhan, D E of MGVCL
Date of hearing	16.12.2011

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 2.12.11 is for revision of tariff of fire fighting motor of E Tower of Avishkar Complex, OP Road, Vadodara.

Today on 16.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein The President, appeared herself whereas Shri N D Pradhan, DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

- E Tower of Avishkar Complex, OP Road, Vadodara, has fire pump motor of 15 KW. Uptill now, they had never used this pump because of no fire problem till today. Now, with revised tariff for commercial load falling under non-RGP head, the fixed charges per month shall be Rs.55/KW/month. However, minimum bill per installation per month for the consumer other than seasonal consumer shall be Rs.140/KW.

The complainant contended that the charges as per new tariff policy indicated by the company MGVCL are exorbitantly high for their complex and they are not able to get contribution from the residents as well as office owners.

The Respondent Shri N D Pradhan, D E of MGVCL contended that as per new tariff policy, it is a fact that they have to pay Rs.140/KW as this complex is with residential apartments and office premises other than residential purpose.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The charges indicated by Deputy Engineer of MGVCL as per new tariff policy are found in order.

In view of the above discussion, the Forum is of the opinion that the complainant has to pay minimum bill charges of Rs.140/KW if their fire water pump for residents as well as for commercial shops / offices.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to inform complainant about the new tariff policy with effective date.

(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 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>