

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, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,**  
**RACECOURSE, VADODARA 390 007**

|                 |                                                                                                           |
|-----------------|-----------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-I-02-2019-20                                                       |
| Complainant     | Pinkiben H Rathwa, 72, Ashapuri Residency Next to<br>Barsana Residence, Village : Undera, Dist : Vadodara |
| Respondent      | Shri Yadav, Deputy Engineer Koyli s/dn of MGVCL.                                                          |
| Date of hearing | 26.04.2019 at Corporate Office, Vadodara                                                                  |

| QUORUM             | NAME                                  |
|--------------------|---------------------------------------|
| Chairperson        | Smt Mala Y Shah, Ahmedabad            |
| Independent Member | Mr A G Shaikh, Nadiad                 |
| Technical Member   | Smt S H Parekh, (RA&C) MGVCL Vadodara |

The complaint dated NIL recd on 15.04.2019 regarding high amount (Rs.1,35,798/-) of firm quotation for getting single phase vij connection in respect of Smt Pinkiben H Rathwa, 72, Ashapuri Residency and Smt Santaben P Rathod 75, Ashapuri Residency both at village Undera, Dist: Vadodara.

1.0 On 26.04.2019 at Corporate Office, Vadodara, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Smt Pinkiben H Rathwa appeared herself whereas Shri Yadav, Deputy Engineer Koyli s/dn appeared as a 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 Smt Pinkiben H Rathwa, 72, Ashapuri Residency and Smt Santaben P Rathod 75, Ashapuri Residency both at village Undera, Dist: Vadodara, had applied for single phase residential vij connection of 2 KW each on dated 07.12.18 & 04.12.18 respectively at above mentioned address at Koyli s/dn

2.2 After due survey, firm quotations of Rs.1,35,798/- to each applicant were issued on 12.12.2018.

2.3 Due to huge amount of firm quotation, complainant had approached to CGRF for natural justice.

3.0 The complainant contended that Ashapuri Residency is electrified society since year 2014 and the connection that they have asked is of only 2 KW that too for residential purpose. The estimate amount is very high i.e. Rs.1,35,798/- looking to the purpose and load requirement. Applicant has requested to Forum to resolve their grievance as for 2 KW residential load such huge estimate is injustice and harassment to them.



4.0 The respondent contended that :

4.1 The Ashapuri Residency of village Undera is situated outside gamtal area in NA land bearing LS No.654-655 of village Undera.

4.2 At present the society is fully electrified

4.3 There are 57 nos of single phase connection and 11 nos of 3 phase connections exists (all residential).

4.4 The Ashapuri Residency is fed power supply from 11 KV Undera JGY feeder, 100 KVA Ashapuri transformer. Though the total contracted load on the said transformer is 186 KW, maximum demand (MD) is found 24 KW on DTR meter.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that

5.1 As per the Section 42 (i) of the Electricity Act 2003, "it is duty of the distribution licenses to develop and maintain an efficient, coordinated and economical distribution system in his area of supply electricity in accordance with the provisions contained in this Act".

5.2 As per the directives of GERC, Gandhinagar, "licensee should insist for application of electricity connection for the number of premises that developer has planned for. While, seeking for individual application for electricity connection, licensee should estimate the demand of each connection based on some thumb rule that can be arrived at based on the actual load in a similar kind of existing area in its jurisdiction. Based on such estimated load and developer's plan to create number of premises, licensee should obtain individual application for electricity connection and recovery should be made according to the Commission's order dated 30.12.2010 i.e. as per fixed cost basis".

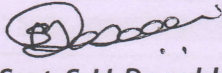
5.3 The Ashapuri Residency of village Undera is situated outside gamtal area in NA land. It is electrified since 2014 following prevailing norms of the company. Approximately 70 residential connections are already existing on the 100 KVA Ashapuri transformer which is being fed from 11 KV Undera JGY feeder. Reviewing the technical feasibility of releasing 2 more residential connections as demanded by the complainant, each of 2 KW load can easily be accommodated from existing 100 KVA Ashapuri transformer as the maximum demand recorded on the transformer DTR meter is found to be 24 KW as reported by the Deputy Engineer.

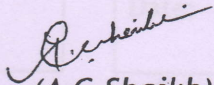
5.4 Having this background and looking to the merits of case, it is decided to give revised estimates to both the connections considering fixed cost charges.

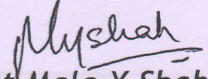


## ORDER

- 6.0 The Forum has come to the conclusion that respondent Deputy Engineer, Koyli s/dn of MGVCL is directed to issue the revised estimate as per fixed cost charges for giving single phase lighting connection of 2 KW each in respect of complainant Smt Pinkiben H Rathwa, 72, Ashapuri Residency and Smt Santaben P Rathod 75, Ashapuri Residency at village Undera, Dist: Vadodara.

  
(Smt S H Parekh)  
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. **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>

