

**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-II-42-2012-13                                                                   |
| Complainant     | Shri Govindbhai Ramanbhai Patel<br>Maheshwari Shopping Center,<br>Shop No. 12, Modasa Road,<br>KAPADWANJ, Dist. Kheda. |
| Respondent      | Shri R.M. Patel, Deputy Engineer,<br>Kapadwanj (Town) Sub-Division.                                                    |
| Date of hearing | 14-09-2012                                                                                                             |

| 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 21-08-2012 is regarding refund of deposit and reduction in contract load.

Today on 14-09-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Govindbhai Ramanbhai Patel appeared whereas Shri R.M. Patel, Deputy Engineer of Kapadwanj (Town) 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. 02904/02474/7.
2. The above 3-phase connection was for 3 KW since 2002, which was subsequently increased to 6.5 KW in June-2010 as per the request of the consumer.

The complainant contended that he has paid Security Deposit total Rs.7143/- (Rs. 5000/- old deposit + Rs. 2143/- new deposit) for increased load demand. This total deposit is not appearing in the bi-monthly bills. Hence, it is requested to print this deposit in the regular bills and pay interest accrued on it.

Secondly, the consumer had applied for load reduction to 3 HP on 21.08.2012 was not accepted by the MGVCL office and requested the Forum to look into.

The Respondent Shri R.M. Patel, Deputy Engineer, Kapadwanj (Town) Sub-Division contended that MGVCL cannot reduce the load demand below 6 KW particularly in 3-phase connection. He referred to the Circular dtd. 15-05-2010 mentioning therein that they cannot reduce 3-phase load demand below 6 KW. Secondly, the

contract period of minimum two years is just recently completed. Hence, they cannot do reduction in load.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant had paid Rs. 5000/- as Security Deposit, which was appearing in energy bills up to June-2010. Hence, the complainant has totally paid Rs. 7143/- against the Security Deposit. As per the rules, the complainant can be given reduction in demand load of 3-phase supply. Considering motive power load exceeding 2 HP as per clause No.3.1.2(a) of Supply Code.

The Forum Members are of the opinion that ;

1. Henceforth, all energy bills should indicate the correct Security Deposit of the particular complainant as Rs. 7143/-. He should also be paid interest accrued from the deposit date till the date of this Order and to be continued.
2. The complainant should be given demand load reduction as requested by him from the date of application in the Consumer Forum i.e. 21-08-2012. This is because there is no date mentioned on his application for load reduction and the application is not registered at MGVL Office. The complainant has already completed two years' agreement period.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited ;

- (a) to print correct Security Deposit of Rs. 7143/- on the energy bills and adjust the interest accrued thereon during the effective period under intimation to the consumer and the Forum.
- (b) to accept his application for reduction in contract load for 3-phase connection effective from 21-08-2012 and to complete all necessary formalities.

**(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>