

**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-IV-104-2012.13
Complainant	M/s. A & A Enterprise, D-17, Baroda Peoples Co.op Housing Society Limited, Near Sarabhai Circle, Vadodara.
Respondent	Shri J R Shah, Deputy Engineer of Vadodara Division of MGVCL.
Date of hearing	22.02.2013 at Corporate Office, Vadodara.

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 31.01.13 regarding load reduction.

On 22.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Niraj Patel, appeared himself on behalf of M/s. A & A Enterprise,, whereas Shri J R Shah, Deputy Engineer of Vadodara 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.19235 / 00821 / 2 for 100 KW load and another consumer No.19235 / 00822 / 0 for 10 KW load under LTP-III category and commercial category respectively..
2. They had received circular dated 01.09.2012 from Madhya Gujarat Vij Company Limited (MGVCL) regarding to reduce the load and MGVCL has converted to HT tariff and the connection of 10 KW load is disconnected & meter removed.
3. Complainant had submitted letter dated 10.09.2012 mentioned that their requirement is within 100 KW including merging of 10 KW load.
4. They had applied in the prescribed form also on 18.08.2012 in which they had mentioned to reduce the load from 110 KW to 100 KW.
5. As they did not receive energy bill, they had inquired about application filed about the load reduction. As per their information, it had gone to corporate office.

6. Due to recession in agricultural work they were not able to absorb additional finance liability.

The complainant contended that they had immediately agreed to reduce load as per MGVL letter dated 01.09.2012 and all the time they have given in writing about load reduction but the decision was not given by MGVL and hence they had approached the forum to get the matter regularized.

The respondent contended that as the application was pending at the corporate office they are not able to take any decision in the matter.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that the clearance for approval was pending at appropriate level in the corporate office and considerable time has elapsed.

In view of the above discussion, the Forum is of the opinion that the complainant M/s. A & A Enterprise should be continued in LT category and shall be confirming the load limiting to 100 KW.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to consider application of complainant M/s. A & A Enterprise, D-17, Baroda Peoples Co.op Housing Society Limited, Near Sarabhai Circle, Vadodara, to continue in LT category confirming the load within 100 KW.

(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>