

**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-III-83-2012.13
Complainant	Shri Rajubhai Gordhanbhai Panchal At & Post : Antisar, Tal: Kapadwanj, Dist : Anand.
Respondent	Shri M D Dalwadi, Deputy Engineer Kapadwanj s/dn of MGVCL.
Date of hearing	26.12.2012 at Anand

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 3.12.2012 regarding 3 phase load reduction.

On 26.12.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajubhai Gordhanbhai Panchal, appeared himself, whereas Shri M D Dalwadi Deputy Engineer, Kapadwanj s/dn 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.02076 / 01970 / 7. 3 phase supply with connected load as under:

3 phase 3 HP motor (for emery machine) 1 number
3 phase 1.5 HP motor (for grinding machine) 1 number
Aggregating 4.5 HP
2. The complainant had contracted demand of 9 KW 3 phase connection which he wanted to reduce to 4 KW contracted demand.

The complainant contended that he had asked for reduction of 3 phase load from 9 KW to 4 KW but MGVCL has changed power supply from 3 phase to single phase with reduction of load as demanded. On inquiry, it was informed that supply system converted as per GERC tariff order as demand is less than 6 KW. As per statement of complainant, he has all 3 phase motors so single phase power supply will not serve purpose to run his business and hence approached to the Forum.

The respondent contended that as load was less than 6 KW as per rules of GERC he cannot give 3 phase supply for 4 KW contracted demand.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that as per GERC's Supply Code, Section 3, para 3.1.2 –

a) 230 V Single phase

Single phase 230 V will be available for all installation (other than motive power) upto & inclusive of 6 KW of contracted load.

For motive power installations other than agricultural not exceeding 2 HP in the aggregate.

b) 400 V Three phase

For all installation (other than motive power) exceeding 6 KW:

- upto 100 KVA of contracted demand for GEB and TPSL
- upto 100 KW of contracted demand for TPAL.

For motive power installation exceeding 2 HP :

- upto 125 HP in the aggregate subject to maximum demand not exceeding 100 KVA for GEB and TPSL.
- upto 150 HP in the aggregate subject to maximum demand not exceeding 100 KVA for TPAL.

From the above, it is clear that 3 phase supply should be given to the complainant as its motive power load is exceeding 2 HP.

In view of the above discussion, the Forum is of the opinion that the 3 phase supply for 4 KW contracted load can be given to the complainant, however, installed load should be checked to make it within demanded load limit while test report is submitted. It shall also fulfill GERC norms as stated above.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to accept application of the complainant Shri Rajubhai Gordhanbhai Panchal At & Post: Antisar, Tal: Kapadwanj, Dist : Anand, for load reduction.

(Y B Sukhadia)
Technical 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>