

Venue: Conference room, GERC, GIFT ONE, GIFT City, Gandhinagar

Date : 19th May, 2016

Time : 11:30 AM

The meeting was chaired by Shri Anand Kumar, Chairman, GERC. He welcomed the Chairpersons and Members of all the Consumer Grievances Redressal Forums (CGRFs). Being a first meeting after taking over as a Chairman, Hon'ble chairman introduced himself first and then members of various forums introduced themselves to the Hon'ble Commission.

Thereafter discussion took place on agenda item.

Agenda 1: Approval of Minutes

The Minutes of 20th Meeting of Consumer Grievance Redressal Forums held on 21st October, 2015, were circulated to all the Forums / Members vide the Commission's letter No. GERCF/VHT/20th CGRFs/Minutes/2015/2043 dated 01st December, 2015. Since no comments were received by the Commission from any Forum, the Minutes of the meeting were confirmed.

Agenda 2: Action Taken Report

The Commission while reviewing the action taken report has observed following;

It was decided in in the last meeting that forums of MGVCL, DGVCL and UGVCL should complete the distribution of separate pamphlets along with electricity bills.

- ✓ MGVCL has submitted that they have printed 30lacs pamphlets covering details of CGRF working and distributed the same during billing programme of February and March'16.
- ✓ DGVCL has submitted that they have printed pamphlets and distribution is going on. It will be completed during billing programme of May, 2016.
- ✓ UGVCL has submitted that they have completed the pamphlets distribution.

Hon'ble Chairman appreciated the action taken by DISCOMs for printing and distribution of pamphlets. He also appreciated the information and quality of pamphlets printed by DISCOMs.

Shri S.T.Anada informed that addresses and contact information of CGRF are also being printed overleaf the electricity bill of each Distribution Licensees for

consumer awareness. He further stated that the distribution licensees have made provision of separate space within the office premises for CGRF.

Hon'ble Chairman emphasized on resolving the grievance, rather than going into hyper procedural formalities. He also stated that there should be a confidence among the consumers for the body (CGRFs) about redressal of their complaints.

Agenda 3: Review of Performance

In the review of performance of Forums for the first to fourth quarter of FY 2015-16, Chairman, GERC appreciated that sufficient number of sittings were arranged for redressal of consumer grievances by each forum. It was observed in case of PGVCL, Bhavnagar, that grievances redressed after 45 days are higher amongst all four quarters compared to other CGRFs. Chairman, CGRF-Bhavnagar accepted the fact and highlighted the practical difficulties which resulted into delayed redressal of grievances as under;

- Applicant remains absent
- Non availability of record from the concerned offices.

Hon'ble Ombudsman pointed out that when the complaint is taken up at CGRF level, records are not available but when the same case is taken up at Ombudsman level, all the relevant records are made available. Hon'ble Chairman directed to see that all relevant records required by CGRF must be made available to have proper justice in the matter at the first level itself. He also stated that as Convener and Member (T) are the official representative of DISCOMs, such kind of things should not happen. The Convener shall be responsible to provide records as desired by CGRF to address the grievances in time.

Hon'ble Member (Finance) appreciated the efforts of CGRF-MGVCL, as no grievances remain pending at the end of 4th Quarter of 2015-16.

Agenda 4: Presentation on sample cases by Forums:

Presentations were made by the members of PGVCL (Bhavnagar), DGVCL, MGVCL, TPL (Ahmedabad) Forum and Ombudsman on the judgment issued on typical cases.

Gist of the presentation is as under:

PGVCL (Bhavnagar) Forum:

The complainant, Shri Mavjibhai Bhovanbhai Padshala At- Bhayavadar, Ta. Kunkavav, Dist.-Amreli was having electricity connection of 15 HP under agriculture category. He had received bill of 15770 units & 22340 units for the month of Aug-Sept-'13 & Oct-Nov-'13. For the said abnormal bill, he had applied for meter replacement & paid testing fees for accuracy testing. His meter was replaced but accuracy test was not carried out.

Licensee without resolving complaint, the connection disconnected and that too without prior notice as per Electricity Act, 2003 Section 56 and also issued permanent disconnection notice. MRI data of the meter was showing details of MD recorded on different dates. The licensee sent the meter for further testing to meter manufacturer. The manufacturer opined that meter has recorded false magnet event due to failure of Hall Effect Sensor IC, hence meter found defective in recording.

Forum concluded that as the said meter was found defective for its recording as per meter manufacturer, the reading recorded by the meter cannot be considered as correct one. It was ordered that, the bills issued for 15770 units & 22340 units be cancelled & directed to issue an average bill for the said billing period. Also Delay payment charges not to be recovered, PDC notice issued by Respondent to be cancelled and re-connect the connection.

The order of the CGRF complied by licensee.

Copy of presentation is kept at Annexure-1.

MGVCL Forum:

Shri Yashwantbhai C. Patel, the complainant had applied for 0.5 KW Residential connection on 10.10.2013 in LS No. 518 of his agriculture land. The estimate of Rs. 3720/- was paid by the party on 18.10.2013.

MGVCL did not complete the work & issued a revised estimate of Rs.24058/ against line charges as per circular no 61 dated 18.11.2014 based on GERC directives vide letter no. GERC/Tech/1378 dtd.24.06.2014.

The consumer objected to the revised estimate as he had paid the estimate before revision of the applicable charges.

Forum opined that MGVCL had not completed the work in time after receipt of payment against estimate in 2013. There is no provision to revise the estimate paid prior to 01.07.2014. The directive was effective from 01.07.2014.

The Forum directed Madhya Gujarat Vij Co Limited to release the residential connection to Shri Yashwantbhai Chaturbhai Patel considering estimate paid on 18.10.2013.

Hon'ble Chairman, CGRF observed that connection to the applicant was delayed for no reason and directed CGRF to suggest the licensees to initiate actions against the defaulter where violation of SoP is observed.

The order of the CGRF complied by licensee.

Copy of presentation is kept at Annexure-2.

DGVCL Forum:

The L.T. installation of M/S. Macropet Container LTMD connection having contract demand of 90 KW was running since long but for expansion purpose the complainant had shifted equipments at other location and same was intimated to the respondent on 21.02.2014. Minimum bill was issued by the respondent during the period from March-2014 to Dec.-2014 and accordingly complainant was paying the amount regularly.

The complainant applied for load reduction from 90 KW to 30 KW on 01.01.2015.

The respondent issued average energy bill amounting Rs.2,25,333 during the month of Feb.2015 considering the previous average Jan14 to March 14. Also, respondent issued the energy bill for month of Mar-15 to May-15 under "faulty" status.

The lab inspection of the meter was carried out on 19.08.2015. Meter was found burnt but no irregularity was found. Also MRI data and last reading were not traceable.

Forum decided that the amount of 25770 kwh units is to be refunded to the complainant. At the time of registration of the application for load reduction on 1.1.2015, there was no due pending and as per GERC Standard of Performance of Distribution Licensee Notification No.10/2005 Clause No.9.3 estimate should be issued within 10 days and if no any augmentation is required than connection should be released within 20 days. Thus effect of load reduction should be given from 01.02.2015 i.e. 30 days after date of registration.

- ✓ The respondent was directed to refund the amount of 25770 kwh units to the complainant in next energy bill and accordingly respondent has given credit in month of Dec-2015.

- ✓ The load reduction should be considered from 01.02.2015 i.e 30 days after Registration.
- ✓ Forum suggested that the proper action has to be taken by the concerned officer as per norms of the company.

The order of the CGRF complied by licensee.

Copy of presentation is kept at Annexure-3.

TPL, Ahmedabad Forum:

Mr. Amit Patel registered a complaint on 12/02/2016 at CGRF-TPL-Ahmedabad regarding levying fresh service connection charges towards new connection and not restoring the old service connection

Forum observed that the complainant wanted reconnection of supply for his old service number: 100159227 which was disconnected on 30.06.2014. The electricity connection is considered as permanently disconnected as it remained continuously disconnected for 180 days as per Section 8.6 of current GERC Supply Code Notification No 4 of 2015. Hence the complainant needs to apply for new connection.

Also new connection cannot be given in the premise until the payment of old dues on that premise was pending as per Section 4.30 of GERC Supply Code Notification No 4 of 2015. Hence, complainant has to pay pending dues on that premise along with new service connection charges to avail new service connection.

Forum ordered that the complaint is to be treated as disposed of.

Copy of presentation is kept at Annexure-4.

Ombudsman:

Case :1: OMB/182/2014

Shri Indrajit Ramdev Yadav had applied for “Flour-Mill” Connection on 09.07.2013 under Industrial category for 8 H.P. at Surat.

He had submitted legal documents of the premises where the connection was demanded. Appellant had paid estimate amount and agreement executed and two-month’s notice was also served to appellant by respondent but Test report was not accepted by respondent.

Meantime, Shri Lalchandbhai- a Third Party- Shop Owner No.7 (Neighbor of Appellant) objected to release of Flour-mill connection of the appellant on the ground of area being residential area.

Appellant had submitted N.O.C. from members of the society & administrator of the society for release of connection. Objector Shri Lalchandbhai, was running Flour-Mill at Shop No.-7 having Industrial Connection for 10 H.P.

Consumer Grievance Redressal Committee, DGVCL, Surat City heard the grievance & directed Appellant to provide N.O.C. of the Objector Shri Lalchandbhai within 30 days referring Cl.no. 4.1.4 of the Supply Code Regulations.

Ombudsman concluded that;

- (1) appellant has submitted legal ownership documents of the premises as per Clause No.4.1.3 of Supply Code Notification No. 11/2005.
- (2) Surat Municipal Corporation has registered Shop No.9 in the name of appellant & assessment made under commercial head.
- (3) Reasons as mentioned by Objector in his application for not giving Industrial connection for Flour Mill to appellant is not justified as per the Clause No. 4.1.4 of Supply Code Regulation.
- (4) For use of electricity for “Flour Mill”, there is no need to take N.O.C. from the Gujarat Pollution Control Board, as the above category is excluded, being non-polluting category.

Hence, respondent was directed to release the power supply within 30 days and accordingly power supply was released.

Copy of presentation is kept at Annexure-5.

Case :2: OMB/08/2015

Shri Ravindragiri Balvantgiri Gosai had applied for new agriculture connection under Tatkal Scheme on 13.11.2014. He had registered application before GGRC for opting drip irrigation and executed a four party agreement on 28.03.2014. Estimate was issued by the Respondent on 03.05.2014 for Rs.96807/- which was not paid by the Appellant. Last date of payment was 02.06.2014.

Appellant paid estimate of the GGRC for opting Drip Irrigation. Respondent handed over a list of applicants to the GGRC who have not paid the estimated amount for demand of agriculture connection on 11.06.2014. Based on the list, GGRC cancelled the registration of the applicant and amount was refunded into account of the

Appellant. Appellant had never demanded refund of the amount paid to GGRC against Drip Irrigation option.

Registering the grievance of Appellant, CGRF noted that since, estimated amount is refunded by the GGRC, four party agreement stands cancelled.

Respondent informed Appellant on 05.07.2014 that he may apply for two months' time period for payment of estimate. Accordingly, Appellant applied on 11.07.2014 seeking new estimate. Appellant registered again on 25.07.2014 before GGRC. Work order was issued by GGRC on 28.07.2014 to the Appellant for payment of estimated amount and handed over FPA copy.

Appellant prayed before ombudsman that Respondent should sign FPA as per new registration made before GGRC and to permit him to pay estimated amount.

GGRC guidelines vide letter dated 04.12.2013, Point No.8 states that "we have a policy which is in force for auto-cancellation of MIS application after expiry of 180 days from the date of registration in GGRC, if the four party agreement, along with his amount of contribution of total MIS cost is not submitted in GGRC within the above said time limit. If farmer desires to continue after expiry period, then farmer has to re-register his MIS application as fresh one along with recommendation of concerned sub-division."

While as per Respondent Circular dated 02.07.2014, it was informed by Respondent to Appellant to seek time limit for payment of estimated amount which Appellant had applied for.

Ombudsman concluded that based on instruction of the respondent, appellant had made re-registration before GGRC. Appellant had applied for time limit extension for payment of amount of estimate within 180 days time period, i.e. date of application before GGRC 07.02.2014, hence application before GGRC is live.

Respondent was directed to make FPA with Appellant and to issue new estimate for agriculture connection within 30 days of receipt of the order.

Respondent issued the estimate on 16.04.2015 and released the connection subsequently


Copy of presentation is kept at Annexure-6.

Hon'ble Chairman appreciated the presentations made by the representatives of the forum. It was decided that the forums of PGVCL-Bhuj, PGVCL-Rajkot, UGVCL,

TPL-Surat and Ombudsman shall make presentation on a typical case during the next meeting.

With no further business, the Chair declared the meeting as concluded.

The Meeting ended with a vote of thanks to the Chair.



Secretary
GERC, Gandhinagar

List of Participants

Members Present:

1. Shri Anandkumar, Chairman, GERC, Gandhinagar
2. Shri K. M. Shringarpure, Member, GERC, Gandhinagar.
3. Shri P.J.Thakkar, Member, GERC, Gandhinagar.
4. Shri Dilip Raval, Electricity Ombudsman, Ahmedabad

Chairpersons / Members / Representatives of Consumer Forums:

1. Shri P.J.Patel, Chairperson, MGVCL Forum.
2. Shri T.B.Bhimani, Chairman, PGVCL (Rajkot) Forum
3. Shri D.J.Parekh, Chairman, PGVCL (Bhavnagar) Forum.
4. Shri A.M.Dhebar, Chairman, PGVCL (Rajkot) Forum
5. Shri S.C.Shrivastav, Chairman, TPL (Ahmedabad) Forum
6. Shri. Chhatrasinh A Parmar, Independent Member, TPL (Surat) Forum
7. Shri Mukesh B Thanki, Independent Member, TPL (Ahmedabad) Forum
8. Shri Bhavesh H. Bharad, Independent Member, PGVCL(Bhavnagar) Forum.
9. Ms. Kokilaben J Motani, Independent Member, PGVCL (Rajkot) Forum.
10. Ms. Nitinaben H Joshi, Independent Member, PGVCL (Bhuj) Forum.
11. Ms. Harsha S.Chauhan, Independent Member, MGVCL Forum.
12. Shri Keshavlal M.Patel, Independent Member, UGVCL Forum.
13. Shri Pratap V. Chhapria, Independent Member, DGVCL Forum.
14. Shri M. N. Oza, Technical Member, PGVCL (Rajkot) Forum.
15. Shri P.C.Adhia, Technical Member, PGVCL (Bhuj) Forum
16. Shri G.G.Padhiyar, Technical Member, PGVCL (Bhavnagar) Forum
17. Shri N.C. Makwana, Technical Member, UGVCL Forum.
18. Shri Bimal D. Misty, Technical Member, TPL (Surat) Forum
19. Shri B.J.Upadhyay, Technical Member, MGVCL Forum
20. Shri B.R. Icecreamwala, Technical Member, DGVCL forum.
21. Shri K.D. Viradia, Convener, PGVCL (Rajkot) Forum.
22. Shri M.M.Jadeja, Convener, PGVCL (Bhuj) Forum
23. Shri P.P.Pandya, Convener, PGVCL (Bhavnagar) Forum.
24. Shri P.M.Patel, Convener, DGVCL Forum
25. Shri J.N. Sahijwani, Convener, UGVCL Forum.
26. Ms. Falguni Malviya, Convener, TPL (Ahmedabad) Forum.
27. Shri. D.R.Panirwala, Convener, TPL (Surat) Forum.
28. Shri T.C. Chokshi, Convener, MGVCL Forum.

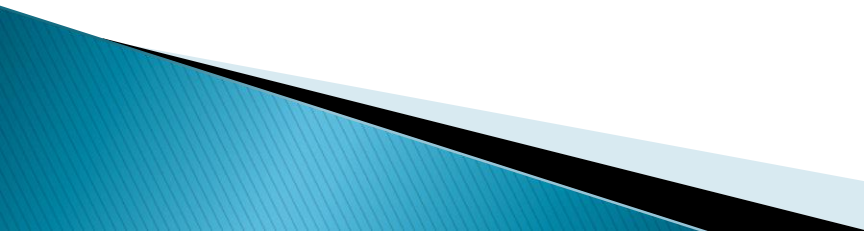
Officers of the Commission

1. Shri S.T. Anada, Joint Director (Technical)
2. Shri P.J. Jani, Deputy Director (Legal)
3. Shri K.J. Bhuva, Deputy Director (Technical)
4. Shri Santoshkumar Asipu, Executive (Technical)
5. Shri K.M.Thanki, Executive (Technical)
6. Ms Shabana Dal, Executive (Technical)

Annexure-1

**Consumer's Grievances Redressal Forum
Bhavnagar Forum of PGVCL**

Welcome
the Dignitaries of
Hon'ble
Gujarat Electricity Regulatory
Commission/
Ombudsman, its Chairman/Secretary and
Members of Forums of the state.



Consumer's Grievances Redressal Forum **Bhavnagar Forum of PGVCL**

Quarterly Performance Review meeting of
Consumer Grievance Redressal Forums of
Gujarat State
Arranged by Hon'ble
Gujarat Electricity Regulatory Commission

Date: 19.05.2016

**Venue: Gujarat Electricity Regulatory Commission,
6th Floor, GIFT One, Road 5-C, Zone 5, GIFT City,
Gandhinagar – 382 355.**

Consumer's Grievances Redressal Forum
Bhavnagar Forum of PGVCL

PASCHIM GUJARAT VIJ CO. LTD.,
Zonal Office,
Chavdigate, Old Power house Compound,
Bhavnagar-364 001.

Phone No.(0278) 2521760/2521761/2521762

Fax (0278) 2521763

E-mail: forumbhavnagar.pgvcl@gebmail.com

Committee of CGRE, Bhavnagar.

- ❖ **Shri D. J. Parekh - Chairman**
 - ❖ **Shri G. G. Padhiyar - Member (Tech.)**
 - ❖ **Dr. B. H. Bharad - Independent Member**
 - ❖ **Shri P. P. Pandya - Convener**
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Jurisdiction of CGRF, Bhavnagar.

CGRF, Bhavnagar Forum cover Four Circles spread in Three entire Districts & two Districts partly.

Circle Offices :

1. Bhavnagar

2. Botad

3. Amreli

4. Surendranagar

District Covers :

→ Bhavnagar

→ Amreli (Partly)

→ Bhavnagar(Partly)

→ Ahmedabad (Partly)

→ Amreli

→ Junagadh (Partly)

→ Gir Somnath (Partly)

→ Surendranagar

→ Ahmedabad(Partly)

Mode of Publicity made by PGVCL for CGRE.

- **Information on back side of Energy Bill.**
- **Details on DISCOM'S Website.**
- **Consumer's charter on DISCOM'S Website.**
- **Publicity by distribution of Pamphlets with
Electric Bills**

Performance of CGRE, Bhavnagar.

Year	Complaint Received	Complaint Redressed	In favour of		Other
			Consumer	Company	
			Nos.	Nos.	
2005-06	59	46	17	29	0
2006-07	99	88	40	48	0
2007-08	104	113	59	54	0
2008-09	103	92	50	42	0
2009-10	131	130	77	53	0
2010-11	109	113	59	54	0
2011-12	158	156	98	58	0
2012-13	218	208	113	95	0
2013-14	282	294	170	124	0
2014-15	340	335	201	126	8
2015-16	395	371	261	94	16
Total..	1998	1946	1145	777	24

CGRF Case No. 265/14-15

CGRF Hearing Dtd. 13/03/15 & 06/05/15.

CGRF Decision Dtd. 22/06/2016.

➤ **Nature of Grievance** :- Regarding fast meter billing.

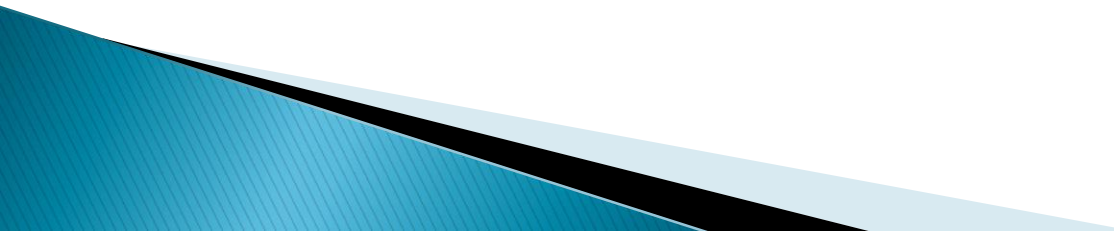
➤ **Representative** :- Shri Mavjibhai Bhovanbhai Padshala
At- Bhayavadar, Ta. Kunkavav, Dist.-Amreli.

➤ **DISCOM** :- PGVCL – Kunkavav Sub Division
PGVCL – Division Office No.-2, Amreli
PGVCL – Amreli Circle

Plaintiff's Representation

1. Plaintiff represented that, his Consumer no. 83608/00860/8 and which contract load is 15 H.P. for Agriculture purpose.
2. As per Plaintiff he had received the bill of 15770 units & 22340 units for the month of Aug-Sept-'13 & Oct-Nov-'13. For the said abnormal bill he had applied for meter replacement & paid testing fees for his accuracy.
3. Plaintiff meter was replaced by Respondent on dt. 03/12/2013 with proforma no. 15 & with all details of meter were entered. But, reading at the time of replacement not recorded.
4. The said meter was inspected in Laboratory, Amreli-2 Division on dt. 25/02/2014. The meter was inspected only for seals & external inspection was carried out. No accuracy test was performed by the Respondent.

Plaintiff's Representation

5. Plaintiff said that, without resolving his complaint, said connection was disconnected without prior notice as per Electricity Act, 2003 Clause No. 56 and also issued permanent disconnection notice.
 6. Plaintiff has prayed for re-connection of his connection & revise above abnormal bills as per norms and also requested for not levied delay payment charges for the said billing.
- 

PGVCL's (Respondent) Representation

1. As per Respondent the said AG connection No. 83608/00860/8, in the name of Shri Mavjibhai Bhavanbhai Padshala at Bhayavadar was released on dt. 27/02/2013, with 15 HP contract load by Kukavav Sub Division.
2. For above AG connection, 1st bill was issued for Jun-Jul-'13 for 0 units & Aug-Sept-'13 for 15770 units for Rs. 10122/- & for Oct-Nov-'13, 22340 units for Rs. 14064/-.
3. The said meter was replaced on dt. 03/12/2013 as per Plaintiff complaint for fast meter & meter was inspected in Lab. on dt. 25/02/2014.
4. It is fact that, connection is disconnected for non-payment of above bills.
5. As per MRI data of meter following observations were made.

PGVCL's (Respondent) Representation

Dt. 08/09/2013 – 43.42 KW, Dt. 11/10/2013 – 43.52 KW,
Dt. 03/11/2013 – 43.50 KW & Dt. 02/12/2013 – 6.64 KW.

6. Respondent also said that, the said connection of 15 HP was released by 16 KVA Transformer.
7. During site verification, no any crops found on site and no abnormality were found on installation.
8. MRI report was sent to Meter Company's Baroda office on dt. 03/04/2015 but, Baroda office has sent meter to M/s. Secure Companies at Udaipur on dt. 07/04/2015, for detail investigation as in MRI data magnetic tempered was there.
9. As per Respondent, M/s. Secure Company Ltd. has sent his report on dt. 04/06/2015, as shown below.

“The Hall Effect sensor IC failure causes meter recorded false magnet events hence meter found defective for its recording”.

Conclusion of Forum

1. As said meter was found defective for its recording as per M/s. Secure Company Ltd., Udaipur. So, the reading recorded by the meter cannot be considered as correct one.
2. Also it is not possible to cater the demand 43.32 KW, 43.52 KW & 43.50 KW on various date as shown earlier, as the transformer capacity is only 16 KVA. So, the demand recorded is abnormal.
3. So, in this case reading recorded & demand recorded is not correct as the sensor integrated circuit was fail which cause meter recorded felt magnet event & meter found defective.
4. So, the above bills for units 15770 & 22340 are required to be revised.
5. Also PDC notice is to be withdrawn by Respondent.
6. DPC cannot be recover from Plaintiff.

Order of CGRF

(1) It is hereby ordered that, the bills issued for 15770 units for Aug-Sept-'13 & 22340 units for Oct-nov-'13 are hereby cancel & issued average bill for the said billing period.

(2) Also Delay payment charges is not to be recover & PDC notice issued by Respondent is to be cancel & immediately re-connect the connection of Plaintiff.

Implementation of this Order

Rs. 22843.20 are credited in consumer's account for the above said bills on dt. 01/09/2015 & order is implemented.

Finally CGRF order is implemented.

Thank You.

Consumer's Grievances Redressal Forum
Bhavnagar Forum of PGVCL



Annexure-2

CONSUMER GRIEVANCES REDRESSAL FORUM

Madhya Gujarat Vij Company Limited

Corporate Office - Sardar Patel Vidyut Bhavan, Race Course, VADODARA: 390 007

CGRF MGVCL

WELCOMES MEMBERS
OF
GERC / FORUM

Performance Review Meeting
of CGRFs

ON 19-05-2016

At GANDHINAGAR

A case Study

Consumer Grievances Complaint

No. MG-II-32-2015.16

Regarding cancellation of Residential vij
connection

At : ViroI

Tal: Sojitra, Dist : Anand

Case presented by: Shri P. J. Patel, Chairperson.

Complainant:

Shri Yashwantbhai C. patel, At : Virol
Tal: sojitra, Dist : Anand

Respondent:

Shri P.S.Vaja, Jr. Engineer, Sojitra S/Dn .MGVCL
on behalf of MGVCL

Case History

- The complainant had applied for 0.5 KW Residential connection at Village Virol, Tal: Sojitra, Dist: Anand, on dated 10.10.2013 in LS No. 518 Agriculture land.
- The estimate of Rs. 3720/ was paid by party on 18/10/2013.
- MGVCL has not completed the work & issued revised estimate @ Rs.24058/ for line charges as per circular no 61 dated 18/11/2014 based on GERC directives vide GERC/Tech/1378 dtd.24/06/2014.
- **The consumer has taken objection for revised estimate as he had paid an estimate before the revision of applicable charges.**
- **Reply of MGVCL:** As per policy, new connection can not be released without recovering line charges up to max. ceiling of Rs. 1 Lacs. Party has to pay Rs. 24058/ to avail the Residential Vij connection.
- Work involved 250 meter LT AB cable from 11 kv Silvai Ag dom feeder

Contention by the Complainant

The complainant himself remain present and contended that he has paid an estimate charge Rs. 3720/ on dtd. 18/10/2013. but work not done by MGVCL & while inquiry, revised estimate for Rs.24058 issued and insisted to pay.

He requested the forum to give natural justice by releasing the connection with same estimate paid in year 2013 i.e. before issue of revised circular.

Prayer of Complainant

The residential connection demanded in Ag land and its estimate Rs. 3750/ paid on 18/10/2013. The revised estimate issued for Rs. 24058 on 25.09.2014 is not paid.

The payment of original estimate done in Oct. 2013 but MGVCL had not taken up the work. The GERC directive to recover actual line charges with max ceiling of Rs. 1 lac. issued in June 2014 hence the same is not applicable to him. MGVCL insisting to pay revised estimate. It was prayed to CGRF to exempt for the payment of aforesaid revised estimate & to release connection.

Contention by the Respondent

The respondent contended that

- Single phase residential connection demanded by the complainant Shri Yashavant C. Patel in Ag survey No. 518. The estimate was paid by the complainant but the work was not executed at that time. Meanwhile, revised circular No.61 dated 18.11.2014 based on GERC directives vide GERC/Tech/1378 dated 24.06.2014 issued.
- Accordingly, revised estimate issued which is not paid by the complainant hence connection not given.

CGRF OBSERVATION

- GERC directives vide GERC/Tech/1378 dtd. 24/06/2014 is made effective from dt.1st July 2014 & onwards and there is nowhere directed to consider past cases whose payment already made by the applicant.
- In instant case the party has already made payment in Oct 2013 hence the above directive is not applicable to him.
- MGVCL has not completed the work as per SOP. There is no other obstruction/objection to implement it though the applicant perusing frequently.
- The second estimate issued by MGVCL and force to pay is not proper.

THE FORUM OPINION

- MGVCL had not completed the work in time after payment of estimate in year 2013.
- MGVCL Circular No. 61 dated. 18-11-2014 is based upon the GERC directive vide 1378 dtd. 24 June 2014.
- There is no provision to revise the estimate paid prior to 1st July 2014. the directive is effective from 1st July 2014.
- MGVCL should give residential vij connection without insisting for payment of Revised estimate.

ORDER (dated 30.10.2015)

The Forum directs the Madhya Gujarat Vij Co Limited to release the residential vij connection to Shri Yashwantbhai Chaturbhai Patel At; Virol Tal. Sojitra. Dist Anand considering estimate paid on 18/10/2013.

ACTION TAKEN BY MGCVCL

MGVCL has taken up the matter positively and released the residential vij connection in respect of Shri Yashwantbhai C. Patel on dtd.7-12-2015.

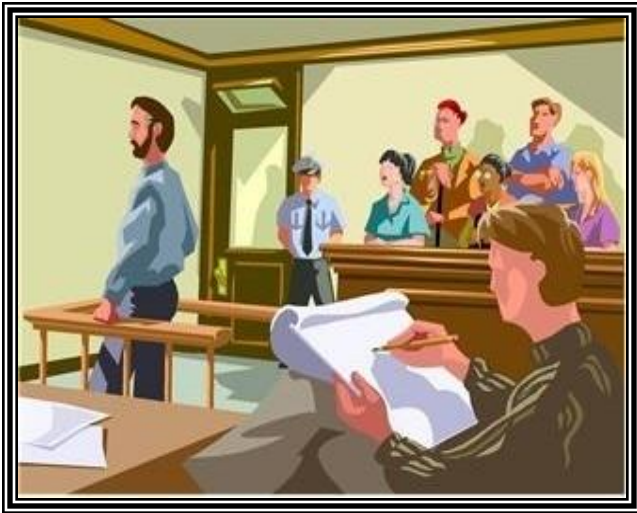
THANKS

CONSUMER GRIEVANCES REDRESSAL FORUM
Madhya Gujarat Vij Company Limited
Corporate Office - Sardar Patel Vidyut Bhavan, Race Course,
VADODARA: 390 007

**Dakshin Gujarat Vij Company
Limited
Consumer Grievances Redressal
Forum**



CRCS & CGRF Of DGVCL



- ▶ DGVCL has 3-tier Complaint Redressal Mechanism.
- ▶ Consumer Redressal Committees [CRCs] at Division Level.
- ▶ Consumer Redressal Committees [CRCs] at Circle Level.
- ▶ Consumer Grievances Redressal Forum [CGRF] at Corporate Office, Surat.

Consumer Redressal Committes(CRC)

CRC at Division level

Chairman ----- Executive Engineer
Member [Tech]-----Deputy Engineer[Tech]
Member[Revenue]----- Superintendent of Acct.

CRC at Circle level

Chairman ----- Superintending Engineer
Member [Tech] ----- Executive Engineer[Tech]
Member[Revenue]-----Accounts Officer[Revenue].

**CONSUMER GRAIVANCES REDRESSAL FORUM
[CGRF]
AT CORPORATE LEVEL**

CGRF DGVCL SURAT CONSIST OF;-

**Chairman ----- Shri H.J.Patel, Retired.
Chief Engineer of DGVCL Surat**

**Member [Tech] ----- Shri. B.R.Icecreamwala Supt.
Engineer [DSM] of DGVCL Surat.**

**MEMBER ----- Shri P. V. Chapiya
[Independent] [Advocate]**

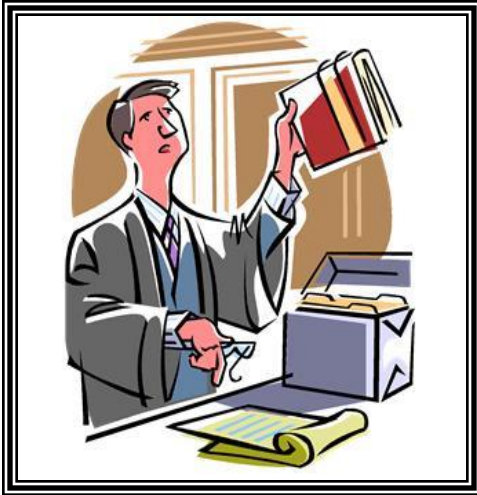
**convener ----- Shri P . M . Patel,
Executive Engineer (C&R)
DGVCL**

CGRF, DGVCL SURAT

Year wise Performance Reports of CGRF DGVCL

year	No. of Grievances Pending at the beginning of the Qtr	No. of Grievances Received during the Qtr	No. of Grievances Disposed during the Year				No. of Grievances Pending at the Close of the Quarter	No. of Sittings of CGRF(s) in the Quarter
			In Favor of Consumer	In Favor of DISCOM	Settled / With drawn	Total		
YEAR 2013-14	13	150	51	46	63	160	03	37
YEAR 2014-15	03	194	83	46	68	197	00	45
YEAR 2015-16	00	270	124	68	68	260	10	47

Welcome To Presentation On Case Study Of CGRF, DGVCL Surat



CGRF, DGVCL SURAT

THE COMPLAINANT

- ▶ M/S. Macropet Container LTMD connection bearing consumer No. 05861/00369/3

THE RESPONDANT

- ▶ The DEPUTY Engineer (O&M), DGVCL Pardi Sub Division

EXECUTIVE SUMMARY

- ▶ The L.T. installation of M/S. Macropet Container LTMD connection bearing consumer No. 05861/00369/3 having contract demand 90 KW and running since long but for expansion purpose complainant has shifted equipment at other location hence production was stopped and same was intimated to the respondent on 21.02.2014.
- ▶ Minimum bill issued by the respondent during the period Of March-2014 to Dec.-2014 and accordingly complainant has paid bill amount regularly.
- ▶ Then after, The complainant has transfer his plot to shri Aajaybhai M. Patel on dated 30.09.2014.and shri Aajaybhai has given his plot on lease to M/s. Premium Cosmetic Ltd. on dated.08.12.2014.
- ▶ On dated 17.12.2014 M/s. Premium Cosmetic Ltd has given application to the Respondent while starting of production as Energy meter of the installation was found burnt and also he has paid BMC charge.

- ▶ The complainant has applied for load reduction from 90 kw to 30 kw on dated 01.01.2015. as the load of the lease holder is less.
- ▶ The respondent has issued average energy bill amounting Rs.2,25,333 during the month of Feb.2015 considering the previous average Jan14 to mar 14.
- ▶ Also, respondent has issued the energy bill for month of mar-15 to may-15 in faulty status.
- ▶ Complainant has given application for burnt meter on dated on17.12.2014, 20.03.2015 in writing as well as verbally to respondent. The respondent has replace the meter on 08.04.2015.
- ▶ As the regular bill as per actual consumption issued by the respondent during May-2015 complainant went to office of the respondent but respondent has not accepted the payment.

- ▶ The lab inspection of the meter was carried out on 19.08.2015. meter found burnt but no any other irregularity found and also MRI data and last reading are not traceable.
- ▶ The respondent has disconnected the power supply during the month of sept.2015 due to arrears.
- ▶ The complainant has paid Rs.100506, Rs22500, Rs 45000, and Rs 22500 as per the different cheque amount on dated 01.10.2015. Respondent has reconnected the power supply on 01.10.2015.
- ▶ The complainant is ready to pay the average bill according to the consumption recorded in new meter.
- ▶ The complainant has filed complaint with CGRF Corporate Office Surat with request to Forum to provide natural justice in the this matter on 29.09.2015 and forum registered it as case no 118/2015-16.

Submission of Respondent **CGRF-DGVCL-SURAT**

- ▶ Complainant has paid BMC Charge amounting rs.2250/- vide receipt no.828081 dated 17.12.2015
- ▶ By considering complainant's complain dated 17.12.2014 & 20.03.2015 respondent has replaced the burnt meter on dated 08.04.2015. and wrapped for lab inspection. At the time of replacement 20.5 kw connected load found at installation.
- ▶ During lab inspection dated 19.08.2015 reading as well as MRI data not found as PCB and internal wiring of the meter was burnt. Ratio and continuity of CT found in order.

- complainant has registered the application For Load reduction from 90kw to 40kw and paid Registration charge Rs.400/-On Dated 01.01.2015.
- Complainant has not given any intimation regarding restarting of the production and meter was found burnt. hence when mete reader has shown the unit restarted average bill is issued to the complainant during the month of march 2015 to may 2015 amounting of Rs.2,56,333.

Findings of the Forum:CGRF-DGVCL- SURAT

- ▶ Complainant has given application on dated 21.02.2014 for production is stopped and requested to issue minimum bill. Even through, respondent has issued the minimum bill for duration from april-14 to feb-2015 are not correct.
- ▶ Complainant has given application on dated 17.12.2014 & 20.03.2015 for information of Burnt meter & paid BMC Charge amounting rs.2250/- dated 17.12.2015 and respondent has replace meter on.8.04.2016 after laps of four months. At the time of replacement 20.5 kw connected load found at complainant installation.

- ▶ complainant has registered the application For Load reduction from 90kw to 40kw and paid Registration charge Rs.400/ - On Dated 01.01.2015. Even through, Respondent has not carried out Further Process Like Estimate, TMN etc.
- ▶ Complainant has not given any intimation regarding restarting of the production. Hence complainant could not established that actually, when unit was restarted and GERC supply code Notification No.11/2005 Clause no.6.1.8 & 6.1.11 ,average bill for six month considering consumption recorded in succeeding meter should be issued to the complainant.
- ▶ .

- ▶ consumption recorded during the period of 26.04.2015 to 16.07.2015 i. e. for 81 days are 4481 kwh unit hence average has found 56 kwh per day.
- ▶ Average bill Issued During March 2015 To May-2015 Considering 35850 Kwh Per month are to be cancelled and average bill for six month $56 \times 180 = 10080$ kwh unit to be issued to the complainant.
- ▶ Forum has decided that the amount of 25770 kwh units is to be refunded to the complainant.

- ▶ at the time OF Registration of the application For Load reduction On Dated 1.1.2015. there was no any due pending, AS PER GERC supply code Notification No.10/2005 Clause no.9.3 estimate should be issued within 10 days and if no any changes in line than connection should be release within 20 days. hence effect of load reduction should be consider from 01.02.2015 i.e 30 days after Registration.

Order Of CGRF

- ▶ The respondent is directed to refund the amount of 25770 kwh units to the complainant next energy bill and accordingly respondent has given credit in month of dec-2015.
- ▶ The load reduction should be consider from 01.02.2015 i.e 30 days after Registration.
- ▶ Forum has suggested that the proper action is to carried out to the concerned officer as per norms of the company.
- No order as to cost & With this order complaint is disposed off.

**presentation
by**

P M PATEL

**Executive Engineer [C&R]/
CONVENOR DGVCL , Surat**

THANK YOU

Annexure-4

Consumer Grievance Redressal Forum
Torrent Power Ltd., Ahmedabad

Case Study – CGRF Complaint No. 27/2016
Mr Amit Patel v/s. Torrent Power Limited, Ahmedabad



Overview of Complaint

Mr. Amit Patel residing at D/203 Shyam Villa -2, Haridarshan Manohar villa Road, Nikol, Ahmedabad – 382480 had registered a complaint on 12/02/2016 at CGRF-TPL-Ahmedabad regarding levying fresh charges towards new connection and not restoring the old service connection.



Complainant's Plea

- Complainant purchased the premise on 27/1/2016 having service connection no. 100159227.
- When the complainant visited the premise on 3/2/2016 he found that electricity supply was disconnected.
- Upon approaching the TPL local office,
 - it was conveyed to him that the said service was disconnected on 30th Jan-2014 which was more than one year ago and he would have to apply for a new connection and
 - clear old dues of Rs.1190/-
- He was unwilling to pay the new service line charges but only willing to pay reconnection charges as the meter and electric cable already existed.
- Complainant paid old dues of Rs.1190/- and Rs.8360/- towards new connection on 8th Feb 2016 for single phase 3.0 KW load and had requested for refund of the same.



TPL Response

- Service number 100159227 was a 3 - Phase Residential connection on the name of “Partner Murlidhar Venture” having sanctioned load of 3.5 KW released on **9th March - 2013**.
- Basis GERC - Supply Code - Notification no. 4 of 2015, para 8.3(1); as the electricity bill was not paid, the supply was disconnected on **30th Jan-2014**.
- The initial agreement period of 2 years completed on **8th March-2015**.
- The complainant approached the local office of TPL on 4th Feb-2016.
- The ledger account was closed from the book of accounts on completion of 2 years and agreement stands terminated.
- Hence the complainant was advised to apply for new service connection along with payment of new service connection charges.
- The complainant was also asked to pay the old dues of Rs.1,190/- which were un-paid in the account of old service no. 100159227 of the service under question basis GERC - Supply Code- para 4.30.



Forum's Input and Order

- The complainant wanted reconnection of supply for service number: 100159227 which was disconnected on 30th Jan-2014.
- The electricity connection is considered as permanently disconnected as it remained continuously disconnected for 180 days as per section 8.6 of current GERC supply code notification no 4 of 2015. Hence the complainant needs to apply for new connection.
- Also new connection cannot be given in the premise until the payment of old dues on that premise was pending as per section 4.30 of GERC supply code notification no 4 of 2015.
- Hence, complainant has to pay pending dues on that premise along with new service connection charges to avail new service connection.
- The complaint is to be treated as disposed of on 18th March-2016.



Thank You



OMB/182/2014

Annexure-5

Shri Indrajit Ramdev Yadav

V/S

Deputy Engineer,

Dakshin Gujrat Vij Company Limited,

Sub-division office, Pandesara,

Surat

Subject: New Connection

- Appellant had applied for “Flour-Mill” Connection on 09.07.2013 under Industrial category for 8 H.P. at Shop No.-9, Dharamnagar, Pandesara, Surat.
- He had submitted legal documents of premises where connection demanded.
- Appellant had paid Estimate amount Rs.22508/- on 09.07.2013. Agreement was also executed. Two month notice was also served to appellant by respondent on 01.10.2013 but Test report was not accepted by respondent.
- Meantime, Shri Lalchandbhai- Third Party- Shop Owner No.7 (Neighbor of Appellant) has objected against release of Flour-mill connection of appellant on the ground of residential area.
- Appellant has submitted N.O.C. from members of society & administrator of society for release of connection.

- Objector shri Lalchandbhai , running Flour-Mill at Shop No.-7 & also having Industrial Connection for 10 H.P.
- Consumer Grievance Redressel Committee, DGVCL, Surat City has heard the grievance & directed Appellant to provide N.O.C. of Objector within 30 days.
- CGRF, DGVCL, Surat also registered the grievance directed appellant to submit the N.O.C. of objector for giving Industrial connection within 45 days vide order dated 29.11.2014. CGRF has referred cl.no. 4.1.4 of supply code regulation.
- Appellant received a copy of objection letter of objector from respondent vide payment of Rs.50/- on 22.01.2015. Objector written a letter on 07.10.2013, 29.10.2013 and 13.12.2013 informing respondent that he is residing at plot no.- 8 , being residential area, he has objected against release of Flour mill connection to appellant.

- Application for “Flour mill” Purpose Industrial Category Connection of Appellant, along with ownership documents were verified by respondent & approved the connection.
- **Clause No.4.1.3 of supply code Notification No. 11/2005** state as under: An Applicant, who is not owner of the Premises he occupies, shall, produce proof of his being in lawful occupation of the Premises. He shall, if so required by the Distribution Licensee, execute an indemnity bond prescribed by the Distribution Licensee to indemnify the Distribution Licensee against losses on account of disputes that may arise out of effecting service connection to him. On grounds of legal ownership documents, Respondent had approved the connections of appellant for Flour mill & accepted estimate & entered in to agreement with appellant.

- **Clause No.4.1.4 of Supply Code Notification No. 11/2005** state as under: *The Distribution Licensee shall obtain the necessary way leaves and permissions for laying down the service lines for the supply of power. The applicant shall fully co-operate with the Distribution Licensee in obtaining such necessary way leaves and permissions. However, where the consumer has no frontage abutting a public street and where the service line has necessarily to cross over or go under other property, the consumer shall obtain the necessary way leave and permission at his own expense and continue them as long as supply is to be maintained. Should, however, the way leaves or permissions be withdrawn, the Supply may be cut off forthwith, subject to the provisions of Acts, rules and regulations for the time being in force. Any extra expense incurred in laying the service line and maintaining the same in accordance with the way leaves shall be recovered from the Consumer in accordance with the Regulations for recovery of expenditure incurred for providing electricity supply. The Applicant shall provide necessary undertaking to the Distribution Licensee if required.*

Said clause is related with way leave permission provision while laying service line or line for giving electricity supply to applicants.

- **FINDINGS.**

- Appellant has submitted legal ownership documents of the premises as per Clause No.4.1.3 of Supply Code Notification No. 11/2005.
- Surat Municipal Corporation has registered the Shop No.9 in name of Appellant & assessment made under commercial head.
- Reasons as mentioned by Objector in his application for not giving Industrial connection for Flour Mill to appellant is not justified as per the clause no. 4.1.4 of supply code Regulation.
- For use of electricity for “Flour Mill”, there is no need to take N.O.C. from the Gujarat Pollution Control Board, as above category is excluded, being non-polluting category.
- Respondent was directed to release the power supply within 30 days and accordingly power supply was released within stipulated period.

OMB/08/2015

Annexure-6

Shri Ravindragiri Balvantgiri Gosai

V/S

Executive Engineer,

Paschim Gujarat Vij Company Limited,

Division office, Dhoraji

Subject: New Agriculture

Connection

- Appellant has applied for new agriculture connection under Tatkal Scheme at L.S. No. 278/p1, at village Moti Marad, Taluka Dhoraji, on 13.11.2014. He has registered application before GGRC for opting drip irrigation and executed four party agreement on 28.03.2014. Reg .No. RJT-63329 dated 07.02.2014.
- Estimate was issued by Respondent on 03.05.2014 for Rs.96807/- which was not paid by Appellant. Last date of payment was 02.06.2014.
- Appellant paid estimate of GGRC for opting Drip Irrigation.
- Respondent handed over a list of applicants to GGRC who have not paid the estimated amount for demand of agriculture connection on 11.06.2014. Based on list, GGRC cancelled the registration of application and estimate amount was refunded to account of Appellant. Appellant had never demanded refund of estimated amount paid to GGRC against Drip Irrigation option.

- Registering the grievance of Appellant, CGRF has noted that as estimated amount refunded by GGRC, four party agreement was treated as cancelled.
- Respondent informed Appellant on 05.07.2014 that he may apply for two months time period for payment of estimate, as per Circular No. PGVCL/Project/224 dated 02.07.2014. Accordingly Appellant applied on 11.07.2014 for issue of new estimate.
- Appellant has registered again on 25.07.2014 before GGRC vide Reg. No. 1415-RJT-1568. Work order was issued by GGRC on 28.07.2014 to Appellant for payment of estimated amount and handed over a FPA copy.
- Appellant has prayed before ombudsman that Respondent should sign FPA as per new registration made before GGRC and to permit him to pay estimated amount.

- GGRC guidelines vide letter dated 04.12.2013, Point No.8 states that “we have a policy which is in force for auto-cancellation of MIS application after expiry of 180 days from the date of registration in GGRC. If the four party agreement, along with his amount of contribution of total MIS cost is not submitted in GGRC within the above said time limit. If farmer desire to continue after expiry period, then farmer has to re-register his MIS application as fresh one along with recommendation of concerned sub-division.”
- While as per Respondent Circular dated 02.07.2014, it was informed by Respondent to Appellant to ask time limit for payment of estimated amount which Appellant has applied for.

- **FINDINGS**

- Based on instruction of Respondent, Appellant has made re-registration before GGRC vide No. 1415-RJT-1508. Appellant has applied for time limit extension for payment of amount of estimate within 180 days time period, i.e. date of application before GGRC 07.02.2014, hence application before GGRC is live. Respondent was directed to make FPA with Appellant and to issue new estimate for agriculture connection within 30 days of receipt of order. Release of connection should be processed as per relevant norms.
- Respondent has issued the estimate on 16.04.2015 and released the connection Subsequently.