

GUJARAT ELECTRICITY REGULATORY COMMISSION

6th Floor, GIFT One, GIFT CITY, Gandhinagar.

Minutes of the 19th Meeting of the Consumer Grievances Redressal Forums of different utilities held on 7th July, 2015 at 11:30 AM in Conference Room, GERC, Gandhinagar.

The following were present in the meeting.

Commission and Secretary:

1. Shri Pravinbhai Patel, Chairman, GERC
2. Dr. M. K. Iyer, Member (Finance), GERC
3. Shri K.M.Shringarpure, Member, GERC

Electricity Ombudsman:

- Shri Dilip Raval, Electricity Ombudsman, Ahmedabad.

Chairpersons / Members / Representatives of Consumer Forums:

1. Shri P.J.Patel, Chairperson, MGVCL Forum.
2. Shri D.J.Parekh, Chairperson, PGVCL (Bhavnagar) Forum.
3. Shri A.M.Dhebar, Chairperson, PGVCL (Bhuj)
4. Shri H.J.Patel, Chairperson, DGVCL Forum.
5. Mr. J.B.Parekh, Chairperson, UGVCL Forum.
6. Shri V.R.Vyas, Chairperson, TPL (Surat) Forum.
7. Shri. M.N.Chauhan, Independent Member, TPL (Surat) Forum
8. Shri D.J.Dhandhukiya, Independent Member, PGVCL (Bhavnagar) Forum.
9. Shri B.J.Dave, Independent Member, PGVCL (Bhuj) Forum.
10. Smt. Harsha S.Chauhan, Independent Member, MGVCL Forum.
11. Shri Keshavlal M.Patel, Independent Member, UGVCL Forum.
12. Shri Pratap V. Chhapria, Independent Member, DGVCL Forum.
13. Shri P.C.Adhia, Technical Member, PGVCL (Rajkot) Forum.
14. Shri N.C. Makwana, Technical Member, UGVCL Forum.
15. Shri Vipul R. Kakadia, Technical Member, TPL (Ahmedabad) Forum.
16. Shri Bimal D. Mistry, Technical Member, TPL (Surat) Forum
17. Shri B.K.Maheshwari, Convener, PGVCL (Bhuj) Forum.
18. Shri B.R. Icecreamwala, Convener, DGVCL forum.
19. Shri K.D. Viradia, Convener, PGVCL (Rajkot) Forum.
20. Shri P.P.Pandya, Convener, PGVCL (Bhavnagar) Forum.
21. Shri J.N. Sahijwani, Convener, UGVCL Forum.
22. Shri N.G.Shah, Convener, TPL (Ahmedabad) Forum.
23. Shri. D.R.Panirwala, Convener, TPL (Surat) Forum.
24. Shri T.C. Chokshi, Convener, MGVCL Forum.

Officers of the Commission:

1. Shri S.T.Anada, Joint Director (Technical)
2. Shri Gopal Dayalani, Dy. Director (Technical)
3. Shri Apurva Adhvaryu, Dy. Director (Tariff)

Officer of the Ombudsman:

- Shri B.J. Shah, Staff Officer, Ombudsman.

Shri S.T. Anada, Joint Director (Technical) welcomed the Chairpersons and Members of all the Consumer Grievances Redressal Forums (CGRF). The meeting was presided over by Shri. Pravinbhai Patel, Chairman, GERC. Chairman welcomed all the members to the meeting. The new members of various forums introduced themselves to the Commission and discussion took place on agenda items. The Commission has viewed the absence of Members in the meeting seriously.

Item No.1: Confirmation of Minutes of the last Meeting:

The Minutes of Eighteenth Meeting of Consumer Grievance Redressal Forums held on 14th November, 2014 were circulated to all the Forums/Members vide the Commission's letter No. GERC/VHT/18th CGRFs/Minutes/2014/2512 dated 01st December, 2014. Since, no comments were received by the Commission from any Forum, the Minutes of the meeting were confirmed.

Item No.2: Action Taken Report

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

- a) Distribution of Pamphlets along with electricity bills: Representatives of PGVCL (Rajkot), PGVCL (Bhavnagar), TPL(A) and TPL(S) Forums have stated that distribution of separate pamphlets with electricity bill was completed whereas the printing of pamphlets is under process at PGVCL (Bhuj) Forum. Representatives of MGVCL & UGVCL Forums stated that the details are already provided in the electricity bills. The representative of DGVCL Forum stated that they have already circulated pamphlets during the last year. The Chairman remarked that during last meeting, it was decided to circulate separate pamphlets showing details regarding working of Forums with contact details once in every year with electricity bills based on representation of members. The Chairman directed the representatives of MGVCL, DGVCL and UGVCL Forums to take up the issue with company's management for distribution of separate pamphlets with

electricity bill and it should be completed before next meeting of Forums with the Commission.

b) Compilation of all the orders starting from the commencement of the Forum and submission of the soft copy to the Commission :

- The Forum of MGVCL and UGVCL have uploaded their orders from 2008 onwards on the companies' website, but these were not submitted to the Commission.
- DGVCL Forum has compiled orders of last three years and submitted to the Commission.
- The Forum of PGVCL-Rajkot, Bhavnagar and Bhuj have submitted their soft copies of the orders from the starting of the Forum to the Commission.
- TPL-Ahmedabad Forum has compiled from 01.01.2012 and submitted to the Commission.
- TPL-Surat Forum has submitted soft copies of the orders from the starting of the Forum to the Commission.

The Commission has directed the Forums which have not submitted the orders from their inception to submit the same at the earliest. (Action : Forums)

c) All the Forums have submitted details in separate column showing "others" for cases which are either withdrawn or not falling within the jurisdiction of Forum etc..

d) Review of Implementation of CGRF orders and status report for compliance : The Chairman inquired MGVCL Forum for such details. The Chairperson, MGVCL Forum stated that implementation of Forums orders is reviewed regularly and the status report will be submitted from the next quarter onwards. PGVCL and DGVCL Forums have confirmed that they are reviewing the status of their orders monthly. TPL(Ahmedabad) and TPL(Surat) Forums informed that they meet weekly to review the status of their orders.

Item No.2: Review of Performance

In the review of performance of forums for the second and third quarter reports of FY 2014-15, Chairman appreciated that sufficient number of meetings were arranged for redressal of consumer grievances by each forum except 4th quarter of UGVCL. Convener, UGVCL Forum replied that it was due to change in Forum Members that has led to less number of meetings. The Commission observed that disposal of cases beyond 45 days were more at PGVCL (Bhavnagar) and PGVCL (Rajkot) Forums. The Chairperson PGVCL (Bhavnagar) Forum stated that the cases are normally related to agriculture connections which got delayed by the licensees due to non availability of documents and sometimes due to the absence of the petitioner.

The Chairman remarked that the Commission will take the issue with MDs of DISCOMs in next State Co-ordination Forum to instruct field offices to submit details to Forums within time frame specified in GERC (Consumer Grievance Redressal Forum and Ombudsman) Regulations,2011 and arrange the meeting at MD/CE level with Forum Members at least once in year to discuss the matter of implementation of Forums order. (Action : GERC)

Item No.3: Presentation on cases by Forums :

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

Gist of the presentation is as under:

MGVCL Forum :

The complainant Allarkha Habibbhai Mulla, At : Taiyabpuara Tal: Kapadvanj, Dist : Khedahad applied for 7.5 HP Agriculture connection at Village Taiyabpura on dated 16.09.2012 in LS No. 58 P1. During joint site survey, it was found that 1-ph. Poultry farm connection (NRGP) in the name of complainant bearing consumer No.02039/03320/3 already existed in the same Ag-survey number. DE, MGVCL informed to complainant that, as per policy, new connection in same survey number is not allowed where connection exists and hence, the application was cancelled vide letter No. KPJ/REC/4428 dated 31.12.2014.

The Complainant registered his grievance regarding cancellation of Agricultural electric connection at CGRF, MGVCL. The complainant has submitted that, his poultry farm of approx. size 130 x 132 ft with single phase connection of 3 KW is at one side of the Agriculture land and

rest area is being utilised for farming (of same survey number) by using generator for pumping water. He assured that either power of poultry farm / Agriculture will not be utilised for other than authorized purpose. The GOG has allowed Poultry farming in Ag land without converting to NA land. Land required for poultry farm is small and the rest Ag land can be utilized for farming activity. In this case, he is doing both activities and hence, requested the forum to grant Ag connection in his cultivation area of same survey number. The respondent contended that single phase connection bearing consumer no 02039/03320/3 for poultry farm exists in same LS No. and fed through urban category Waterworks feeder. Hence as per rule, second connection is not allowed in same survey number. On enquiry with Division office, Mahemdabad, it is instructed vide letter no. MHD/Tech/12133 dated 28.12.14, that another electric connection in the same LS is not allowed. Forum observed that, as per Government of Gujarat notification, MGCVCL has allowed single phase electric connection to poultry farm in the Agriculture land. There is no clarification whether to allow both the activities i.e. Poultry and agriculture in same survey number. These two activities i.e. poultry farm & agriculture are possible if survey no. is big enough and cannot be refused to give electric connection for basic activities in Agri. land. The misuse of two supply (i.e. single phase supply from non agri. feeder & three phase supply from agri. dominant feeder) can be dealt by providing special designed transformer (SDT). The Forum directed the MGCVCL to process the Agricultural application of complainant even if there is poultry farm connection exists by converting poultry farm connection from other than agri. feeder to Ag. Dom feeder and insisted for clear demarcation on land for these two activities.

DGVCL Forum :

Smt. Ambaben Dahyabhai Patel, At & Post: Talodara, Tal: Zagadia, Dist: Bharuch had complained to C.G.R.F. on 12.12.2014 due to bill of Rs. 2,03,795.36 issued by Deputy Engineer (O&M), DGVCL Zagadia Sub Division in the month of June-2013. From documentary submission, it was observed that the complainant had complained to the respondent on dated 04.01.2013 regarding meter was burnt out and accordingly the same meter was wrapped by the respondent on 15.01.2013 vide checking sheet No. 7080 for laboratory inspection. Meanwhile, Meter Reader had issued the bill for 7703 KWH units amounting Rs.46828.36. The laboratory inspection was carried out on 21.02.2013. During inspection, it was observed that the meter reading was 37437.8 KWH units and pending 27437 KWH units additional bill was served to the complainant of Rs.1,56,967.00. Hence, total bill amount is Rs.2,03,795.36. The complainant had not paid same amount, hence the same connection was TDC in the month of Jan-2014 and then after connection was made PDC on 17.02.2014. Forum observed that during meter replacement on 15.01.2013, the connected load at complainant's installation was only 0.1 KW (1 fan + 1 bulb). It was also observed that from Financial Year 2009-2010 to Financial Year 2013-14 (upto 17.02.2014) the bi-monthly

consumption of this installation was found from 40 to 100 KWH units. During the laboratory inspection, the terminal block of the meter was completely burnt out and due to this reason the reading of the meter was overlapped. GERC Electricity Supply Code & Related Matters Regulations, Notification No. 11 of 2005, Section 6.1.8 is applicable in this case and the bill is to be served to the complainant for the period of 03.10.2012 to 15.01.2014 because the same meter was in working condition up to 03.10.2012. The respondent is directed to cancel the supplementary bill issued to complainant amounting to Rs.2,03,795.36 and revise the bill for the period of 03.10.2012 to 15.01.2013. The respondent is further directed to give new connection as per the norms of the GERC Supply Code, if complainant asks for new connection.

PGVCL(Bhavnagar) Forum :

Shri Maheshbhai T. Kalasariya had applied for new AG connection under Tatkal Scheme at PGVCL, Bagdana Sub Division. The respondent issued F.Q. for the same on dt. 25-07-2014 vide letter no. 3145. Last date of F.Q. payment was dt. 22-08-2014. Applicant had no necessary Revenue documents on hand, so he had given application for time limit extension of 20 days for payment of F.Q. After this application Plaintiff had gone to Sub Division office for payment of F.Q. But, SDO informed him that they were not accepting this F.Q, because there is no any detail shown in computer system about applicant's application. The complainant approached to the Forum with pray for time limit extension in F.Q. The respondent submitted that F.Q. of Rs. 96,875/- issued on dt. 25-07-2014 and last date for payment was 22-08-2014. And the applicant had not paid F.Q. in time limit and applied for time limit extension on dt. 30-08-2014 at Sub Division Office i.e. after expire of principal F.Q. time limit of 22-08-2014. This is the reason why the application of dt. 30-08-2014 was not entertained by the Company. Forum observed that in this case the respondent has not referred circular no. PGVCL/Project/224 dt.02-07-2014 which it is clearly mentioned that, "where issuance of FQ is pending or will be issued may also be allowed two months of time limit extension for payment of estimate over and above normal one month for payment of estimate under Tatkal scheme 2013, if the applicant is willing to pay the estimate." Based on the facts, Forum ordered to respondent to accept F.Q. and after the payment, initiate the process of giving Agri. connection to complainant. As per CGRF Order, Respondent issued fresh F.Q. to applicant vide no. BGS/2708 Dtd. 19-04-2015 which was paid on 18.05.2015.

TPL (Ahmedabad) Forum :

Mr. Chintan Maniar – Director M/S KALP INFRACON PVT. LTD registered a complaint on 04/12/2014 at CGRF. Complainant's requested for electric Supply for "Kalp River View" Scheme located at Paldi –Ahmedabad with 60 Nos flats having plot area of 2642 Sq. meter. TPL insisted for providing substation. Complainant's plea was that TPL should provide required load demand (300 KW) from existing network & not insist for establishing a new substation

The respondent submitted that the project launched in posh and thickly populated area of Paldi, Ahmedabad. TPL assessed the load as under

Description	Nos. of unit	KW per unit	Total KW
Lift & Water Pump	3	15	45
3 BHK Flat	20	10	200
2 BHK Flat	40	8	320
Bore Well	1	15	15
Total Load			580 KW

Details of substation in the vicinity are as under :

Name of SS	Installed KVA	Sanctioned Load in KW	Maximum Utilization in %	Distance from SS (meters)
Pushkar-3	750	1249	41%	135
Pushkar -4	315	1389	74%	185
Suvidhinath	160	250	35%	180

TPL has summated that supply cannot be released from existing mains as

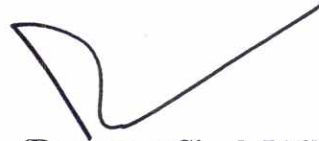
- Load had already been sanctioned from the existing substations
- Current loading was less as premises had not yet been occupied
- Possibility of future load growth in the area
- Redundancy required for load transfer in case of failure of transformer
- Concentrated load vis a vis distance from SS

Forum was considered the contentions of complainant and the opponent, the fact and relevant papers and ordered that TPL's demand for providing substation to cater required load to the LT group customers is justified as per clause no. 5.3.4 of GERC Supply Code. The complainant was not satisfied with the order passed by the Forum and decided to approach the Ombudsman. Ombudsman considered the facts that as per clause no. 3.1.2 (C) Appellant's load requirement comes under the class of system under 11 KV network and looking to the electrification of 60 Nos.

of flats and requirement of present load, to maintain reliable and quality power supply, demand of space for establishment of transformer is justified as per clause no.5.3.4 of supply code. Ombudsman passed an order on 23/3/2015 in favour of the licensee.

A copy of presentation is attached herewith.

The Chairman appreciated the presentations made by representative of forums. Thereafter the meeting was ended with a vote of thanks to the Chair. UGVCL, PGVCL (Bhuj), PGVCL (Rajkot) and TPL (Surat) Forum shall make presentation on a typical case during the next meeting.



(Roopwanti Singh, IAS)
Secretary
Gujarat Electricity Regulatory Commission
Gandhinagar.

CGRF Case No. 282/14-15

CGRF Meeting-Hearing Dtd. 05/03/2015.

CGRF Decision Dtd. 20/03/2015.

- **Nature of Grievance** :- Regarding time limit extension for payment of F.Q. of AG connection.
- **Representative** :- 1) Shri Maheshbhai T. Kalasariya (on behalf of Applicant), At.-Nana Khuntavada, Dist.B'nagar
- **DISCOM** :- PGVCL – Bagdana Sub Division
PGVCL – Mahuva Division
PGVCL – Bhavnagar Circle

Plaintiff's Representation

- Plaintiff had applied for new AG connection under Tatkal Scheme. Respondent issued F.Q. for the same on dt. 25-07-2014 vide no. 3145. Last date of F.Q. payment was dt. 22-08-2014.
- Plaintiff had no necessary Revenue documents on hand, so he had given application for time limit extension of 20 days for payment of F.Q.
- After this application Plaintiff had gone to Sub Division office for payment of F.Q. But, SDO informed him they were not accept this F.Q. Because there is no any detail shwon in computer system about Plaintiff's application.
- Further, Plaintiff had inquired at Division office for the same but, no any response received from Respondent.

PLEA:-Plaintiff turned to Forum with pray for time limit extension in F.Q. Payment given to him.

PGVCL's (Respondent) Representation

- Respondent issued F.Q. of Rs. 96,875/- on dt. 25-07-2014 vide no. 3145. And last date for payment of F.Q. was 22-08-2014.
- Plaintiff had not paid this F.Q. In time limit.
- Further, Plaintiff had given application on dt. 30-08-2014 at Sub Division Office for time limit extension.
- Respondent said that, Plaintiff had not given application upto last date of F.Q. that's why his application of dt. 30-08-2014 was not entertained by Company.

Conclusion of Forum

1. It is fact that, Respondent issued F.Q. to Plaintiff of Rs. 96,875/- on dt. 25-07-2014 and last date for payment of this F.Q. was dt. 22-08-2014. Respondent represented that, Plaintiff had not paid this F.Q. in time, that's why his application was cancelled.
2. But, in this case Respondent has not referred circular issued by his Corporate office, Rajkot vide no. PGVCL/Project/224 dt.02-07-2014. Because it is clearly mentioned in this circular that, "where issuance of FQ is pending or will be issued may also be allowed two months of time limit extension for payment of estimate over and above normal one month for payment of estimate under Tatkal scheme 2013; if the applicant is willing to pay the estimate."
3. In this case Plaintiff had applied for time limit extension on dt. 30-08-2014 which was in time and Respondent has to accept amount of this F.Q.

Order of CGRF

Considering the facts, it is ordered to, Accept amount of F.Q. issued to Plaintiff and after payment of F.Q. start process for giving him AG connection.

Implementation of this Order

As per CGRF Order, Respondent issued fresh F.Q. to applicant vide no. BGS/2708 Dtd. 19-04-2015 and quotation paid on 18.05.2015.

Thank You.

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

CGRF, DGVCL SURAT

THE COMPLAINANT

- Smt. Ambaben Dahyabhai Patel, At & Post: Talodara, Tal: Zagadia, Dist: Bharuch.

Complainant had complained to C.G.R.F. due to respondent had issued the bill of Rs. 2,03,795.36 in the month of June-2013.

THE RESPONDANT

- The Deputy Engineer (O&M), DGVCL Zagadia Sub Division

6

EXECUTIVE SUMMARY

- The electrical connection was released to the installation of Smt. Ambaben Dahyabhai Patel, At & Post: Talodara, Tal: Zagadia, Dist: Bharuch in RGP Rural category on 08.04.2007 for contract load of 0.5 KW, bearing consumer No. 40738/00333/6.
- During the month of Dec-Jan-13 billed in Feb-13 the Meter Reader had issued the bill for 7703 KWH units amounting Rs.46828.36.
- On dated 04.01.2013, the complainant had complained to the respondent that the meter was burnt out and accordingly the same meter was wrapped by the respondent on 15.01.2013 vide checking sheet No. 7080 for laboratory inspection.

7

- The laboratory inspection was carried out on 21.02.2013. During inspection, it was observed that the meter reading was 37437.8 KWH units and pending 27437 KWH units additional bill was served to the complainant of Rs.1,56,967.00. Hence, total bill amount is Rs.2,03,795.36. The complainant had not paid same amount, hence the same connection was TDC in month of Jan-2014 and then after connection was made PDC on 17.02.2014.
- Hence, the complainant filed complaint with CGRF, Corporate Office Surat with request to Forum to provide natural justice in the this matter on 12.12.2014 and forum registered it as case no 130/2014-15.

8

Findings of the Forum:CGRF-DGVCL- SURAT

- The installation of Smt. Ambaben Dahyabhai Patel in RGP Rural category was released on 08.04.2007 for contract load of 0.5 KW, bearing consumer No. 40738/00333/6.
- On dated 15.01.2013 the same meter was wrapped, at that time the load of the complainant's installation was found only 0.1 KW (1 fan + 1 bulb).

9

Findings of the Forum:CGRF-DGVCL- SURAT

- Forum has observed that from Financial Year 2009-2010 to Financial Year 2013-14 (upto 17.02.2014) the bi-monthly consumption of this installation was found from 40 to 100 KWH units.
- During the laboratory inspection, the terminal block of the meter was completely burnt out and due to uneven voltage hence due to this reason the reading of the meter was overlapped. Hence, the additional bill and bill issues for the month served to complainant was to be cancelled.

10

Findings of the Forum:CGRF-DGVCL- SURAT

- Forum has observed that from Financial Year 2009-2010 to Financial Year 2013-14 (upto 17.02.2014) the bi-monthly consumption of this installation was found from 40 to 100 KWH units.
- During the laboratory inspection, the terminal block of the meter was completely burnt out and due to uneven voltage hence due to this reason the reading of the meter was overlapped. Hence, the additional bill and regular bill issued for the month of Feb-2013 were served to complainant were to be cancelled.

11

Findings of the Forum:CGRF-DGVCL- SURAT

- GERC Electricity Supply Code & Related Matters Regulations, Notification No. 11 of 2005, Section 6.1.8 is applicable in this case and the bill is to be served to the complainant for the period of 03.10.2012 to 15.01.2014 because the same meter was in working condition up to 03.10.2012.

12

Consumer Grievances Redressal Forum MGVCL

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

Complainant:

Allarkha Habibbhai Mulla, At : Taiyabpuara

Tal: Kapadvanj, Dist : Kheda

Respondent:

Shri R.M.Patel, Deputy Engineer, Kapadvanj

REC S/Dn .MGVCL

on behalf of MGVCL

CGRF MGVCL

Consumer Grievances Redressal Forum MGVCL

Case History

- The complainant had applied for 7.5 HP Agriculture connection at Village Taiyabpura on dated 16.09.2012 in LS No. 58 P1 under option Vikalp-k/922
- **Joint site survey:** It found that existing 1-ph. Poultry farm connection (NRGP) in name of the complainant bearing consumer No.02039/03320/3 in same Ag-survey number.
- **MGVCL decision:** As per policy, new connection in same survey number is not allowed where connection exists hence the application was cancelled vide letter No. KPJ/REC/4428 dated 31.12.2014.

CGRF MGVCL

Consumer Grievances Redressal Forum MGVCL

Contention by the Complainant

The complainant himself remain present and contended that he has poultry farm of approx. size 130 x 132 ft and having single phase connection of 3 KW. It is at one side of the Agriculture land and rest area is being utilised for farming (of same survey number) by using generator for pumping water.

He assured that either power of poultry farm / Agriculture will not be utilised for other then authorised.

CGRF MGVCL

Consumer Grievances Redressal Forum MGVCL

Prayer of Complainant

The GOG has allowed Poultry farming in Ag land without converting to NA land. Land required for poultry farm is small and rest area being Ag land continued for farming activity. In his case he is doing both activity hence requested the forum to grant Ag connection in his cultivation area of same survey number.

CGRF MGVCL

Contention by the Respondent

The respondent contended that

- Single phase connection bearing consumer no 02039/03320/3 for poultry farm exists in same LS No. and fed through urban category Waterworks feeder hence as per rule second connection is not allowed in same survey number.
- However, the matter was referred to division office, Mehmedabad for necessary guideline. In response to that it is instructed vide letter no. MHD/Tech/12133 dated 28.12.14, that another vij connection in the same LS is not allowed.
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CGRF MGVCL

CGRF OBSERVATION

- As per Government of Gujarat notification, MGVCL has allowed electric connection to poultry farm in the Agriculture land vide MGVCL/CE(T&O)/3320 dated 12-11-2014. A circular vide letter No. MGVCL/CE(T&O)/3346 dated 14-11-2014 was issued for releasing single phase supply to poultry farms.
- There is no clarification whether to allow both activity i.e. Poultry and Agriculture in same survey no.
- These two activities i.e. poultry farm & agriculture is possible if survey no. is big enough and cannot refuse to give vij connection for basic activity in Ag land.
- MGVCL can ask from the applicant for demarcation boundary line between poultry farm & agriculture land.
- Therefor guide line issued by licensee vide MGVCL/RE/SPA/227 dated. 17-04-2014 regarding disallowing agriculture demand when poultry farm connection exists in same survey no. needs to be reviewed.
- The misuse of two supply (i.e. power from 24hrs. & 8hrs. three phase supply) can be dealt by providing special designed transformer. (SDT) and provisions of Electricity Act 2003.

CGRF MGVCL

THE FORUM OPINION

- MGVCL Circular No. 648 dated. 21-04-1993 restricting to give only one connection in one survey no. may justify for another Agriculture connection in same survey number.
- The poultry farm activity is legally allowed in Agriculture land but cannot restrict Agriculture activity in same survey number.
- MGVCL should give Agriculture connection over and above the Poultry farm connection by taking due care for misuse of power either by clear boundary between the two or giving supply to poultry farm from Agriculture feeder by providing SDT.

CGRF MGVCL

ORDER

The Forum directed the Madhya Gujarat Vij Co Limited to process the Agricultural application in respect of Shri Allarakha Habibbhai Mulla, At: Taiyabpura (Kureshi Maholla), Tal: Kapadvanj, Dist: Kheda, LS No. 58 P1

CGRF MGVCL

ACTION TAKEN BY MGVCL

MGVCL has taken up the matter positively and issued Circular No. MGVCL/CE (PROJ)/ RE/1105 Dtd 07-05-2015 to process Agriculture application if demanded even if there is poultry farm connection exists by converting poultry farm connection to Ag. Dom feeder if fed from other feeder and insist for clear demarcation on land for these two activities.

CGRF MGVCL



Complaint No. 233/2014

Kalp Infra (Mr. Chintan Maniar)- V/S TPL, Ahmedabad

- Mr. Chintan Maniar – Director M/S KALP INFRACON PVT. LTD registered a complaint on 04/12/2014 at CGRF.
- Complainant wanted the load to be released without a establishing a new substation
- TPL felt that a substation was required to cater load demand to the group of LT consumers.

22

Complainant's Plea

- Require Electric Supply for
 - "Kalp River View" Scheme located at Paldi – Ahmedabad
 - Nos. of flat : 60 Nos.
 - Plot Area : 2642 Sq. Mtr.
- Three substations are exist nearby the project site
- TPL insist for providing substation
- TPL should provide required load demand (300 KW) from existing network & not insist on establishing a new substation

23

TPL Response

- The project launched in posh and thickly populated area of Paldi, Ahmedabad
- Plot area is 2656 Sq. Mtr.
- TPL assessed the load as under

Description	Nos. of unit	KW per unit	Total KW
Lift & Water Pump	3	15	45
3 BHK Flat	20	10	200
2 BHK Flat	40	8	320
Bore Well	1	15	15
Total Load			580

24

TPL Response

- Details of substation in the vicinity are as under

Name of SS	Installed KVA	Sanctioned Load in KW	Maximum Utilization in %	Distance from SS (meters)
Pushkar-3	750	1249	41%	135
Pushkar -4	315	1389	74%	185
Suvidhinath	160	250	35%	180

- Supply cannot be released from existing mains as
- Load had already been sanctioned from the existing substations
 - Current loading was less as premises had not yet been occupied
 - Possibility of future load growth in the area
 - Redundancy required for load transfer in case of failure of transformer
 - Concentrated load vis a vis distance from SS

25

Forum Order

- Forum have considered the contentions of complainant and the opponent, the fact and relevant papers
- TPL's demand for providing substation to cater required load to the LT group customers is justified as per clause no. 5.3.4 of GERC Supply Code
- Clause 5.3.4:
 " To meet the load requirement of Consumers who requires HT , EHT voltage supply OR group of LT applicant who require supply through HT(11KV)/LT(440V)/Transformer as well as to keep the voltage drop within the permissible limits, technically, if the Distribution Licensee finds it necessary and expedient to establish a substation, then the Consumer/s shall provide adequate space/suitable built up area for the substation as per furnished drawing or a built up substation according to technical specification given by the Distribution Licensee as may be mutually decided."

26

The complainant was not satisfied with the order passed by the Forum and choose to approach the Ombudsman

Ombudsman Order

- Ombudsman considered the facts and ordered as below:
- As per clause no. 3.1.2 (C) Appellant's load requirement comes under the class of system under 11 KV network.
- Looking to the electrification of 60 Nos. of flats and requirement of present load, to maintain reliable and quality power supply, demand of space for establishment of transformer is justified as per clause no.5.3.4 of supply code.
- Ombudsman passed an order on 23/3/2015

27