

**CONSUMER GRIEVANCE REDRESSAL FORUM,
AKOLA ZONE, AKOLA.**

“ Vidyut Bhavan ” Ratanlal Plots, Akola : 444001 Tel No 0724 .2434476

Dt.26/02/2016

Complaint No. 40 / 2015

Grievance pertaining to reduction in load.

Quorum

Shri T.M.Mantri, Chairman

Shri. D.M.Deshpande-Member (CPO)

SHREE BALAJI SAHAKARI SOOT GIRNI LTD
MANGWADI TQ. RISOD, DIST. WASHIM.
Consumer No. HT-I 326269026330

Complainant

.....Vrs.....

Superintending Engineer, O & M Circle, MSEDCL, Washim.

Respondent

Appearances:

Complainant Representative: Shri. Ashish Chandarana

Respondent Representative: Shri. S.U. Khan, Executive Engineer (Adm).

1. Complainant M/s Balaji Sahakari Soot Girni, Risod who is HT consumer having connected load of 1600 KVA from 21/04/2012 has approached this forum on being dissatisfied with the remedy provided by IGRC Washim. Complainant's case in brief is that complainant applied for reduction in load from 1600 KVA to 625 KVA on dt. 11/02/2013 and IGRC allowed reduction in load from receipt of commercial circular No 224 dt. 05/07/2014. Complainant prayed for reduction in load from billing cycle March-2013 with refund of demand charges alongwith interest of 15% and SOP compensation at Rs.100/- per week from April-2013 and also prayed for cost Rs.15000/-
2. According to complainant after giving application for reduction in load MSEDCL authorities did not respond to his application and did not give effect of reduction in load from next billing cycle. Applicant approached IGRC Washim on 21/07/2015. Complainant filed alongwith the grievance on record application dt. 11/02/2013 and IGRC order no.2011 dt. 08/09/2015. Reference has been made to

SOP regulation 2005 and also submitted table of demand consumed by the complainant from Feb-2013 to Aug-2015, demonstrating maximum consumption of 449 KVA in the month of June-2014.

3. In spite of notice of forum N.A. did not file the reply in the time and filed belatedly when the matter was fixed for the hearing. According to N.A. complainant's connection is on 33 KV level emanating from 132 KV Risod Substation. According to N.A. complainant's request could not be accepted on 33 KV level because of provisions of MERC SOP regulation 2005 5.3 (e), wherein minimum contract demand on 33 KV level is prescribed as 1500 KVA. According to N.A. IGRC rightly gave effect to load reductions from 05/07/2014 after coming into effect modified SOP regulation 2014. N.A. pressed for dismissal of the grievance as according to them IGRC have resolved the grievance rightly.
4. Heard both the parties Mr. Ashish Chandarana, complainant's representative and Shri. S.U. Khan, Executive Engineer (Adm) from respondent side. Complainant's representative has filed written note of argument cum-rejoinder alongwith commercial circular no.114 dt 17/04/2010 alongwith sanction of power supply dt.33 KV level to M/s Gajanan Extraction Ltd. Parli for 750 KVA. Complainant's representative argued that they never exceeded contract demand above 449 KVA and still N.A could supply the power on 33 KV level. Complainant representative argued that after giving application for load reduction in Feb-2013, first communication from N.A. is received on 13/08/2015 stating A-1 application as essential document for load reduction which was not submitted by the complainant. He further argued that first communication from MSEDCL is received only after filling grievance with IGRC on 21/07/2015. IGRC in its order have ruled that such type of application is not required as per supply code 2005. Reference is made towards circular no 114 dt.17/04/2010 wherein release of power supply at the Voltage higher than stipulated in MERC SOP regulation-2005 were delegated to regional Executive Director in consultation with Chief Engineer (O & M) of the Zone. Reference is also made towards sanction load of 750 KVA on 33 KV level to M/s Gajanan extraction Parli. According to complainant, N.A. neither solved the

grievance nor submitted the application to competent authority as per circular no.114. Reference is also made by complainant's representative of tariff order wherein MERC Levied voltage surcharge 2% on connection of higher load released on voltage lower than the norms prescribed under the regulation as system distribution loss increases. It is also brought to the notice of forum by the complainant's representative that releasing connection on voltage higher than prescribed norms will reduce the system loss thereby benefiting N.A. MSEDCL. Respondent's representative Mr. S.U.Khan during the hearing argued that since no regulation, were available earlier to regulation 2014 for load reduction at higher voltage level, it is allowed offer 05/07/2014. N.A. representative argued that since 11 KV level is not available at Risod Substation, load below 1500 KVA be connected at 11 KV. N.A.'s representative has also not disputed the commercial Circular no.114 and load sanction below 1500 KVA released to M/s Gajanan Extraction Parli released on 33 KV level. N.A.'s representative has also not disputed about improvement in system loss if connection are given at higher voltage level than prescribed in regulation.

5. From the record as well as submission made by both the parties it is fact that complainant applied for load reduction and N.A. did not give effect as per SOP regulation from next billing cycle i.e March 2013. IGRC has also committed error in giving effect of reduction of load from July-2014. This forum find substance in the grievance and IGRC order needs to be modified. As far an claim for interest and SOP compensation as per regulation 2005 read with amendment in 2014. This forum thinks it just and proper to pass appropriate order whereby the complainant also get some relief for caused sufferance. That neither there is steno nor typist available in the office since long. Even part time typist on job basis not available on regular basis which results in delay in passing orders. The order could not be passed in stipulated time. With such observations this forum proceeds to pass following unanimous order.

O R D E R

1. That the complaint no. 40/2015 is hereby partly allowed modifying the order of IGRC Washim. N.A. MSEDCL is directed to give effect to reduction in load from 1600 KVA to 625 KVA on 33 KV level from next billing cycle month of March-2013 and refund the difference in demand charges in the next ensuing bill to the complainant by way of adjustment.
2. The N.A. to pay Rs.5000/- towards SOP compensation & cost as the grievance was only partly settled and the said amount is also to be adjusted in next ensuing bill.
3. The N.A. to pay 6% interest if order is not complied within one month.
4. The N.A. to comply the order within a period of one month and compliance report is to be submitted to forum.

Member (CPO)

Chairman

No.CGRF / AZ/ Akola/

Dt. 26/02/2016

TO
The Nodal Officer,
Superintending Engineer
MSEDCL, Washim.

The order passed on 26/02/2016 in the Complaint No. 40/2015, is enclosed herewith for further compliance and necessary action.

Secretary,
Consumer Grievance Redressal Forum,
MSEDCL, Akola Zone, Akola

Copy fwc to:

1. Chief Engineer, MSEDCL, Circle Office, Akola.
2. SHREE BALAJI SAHAKARI SOOT GIRNI LTD., MANGWADI TQ. RISOD, DIST. WASHIM.