

**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-I-15-2015.16
Complainant	Shri Parsingbhai Hirabhai Bamania & others, Bamania & Katara Faliya, At : Dungra, Post :Anika,, Tal: Sanjeli, Dist : Dahod
Respondent	Shri Y R Rana, Deputy Engineer of Zalod REC s/dn of MGVCCL.
Date of hearing	29.05.2015 at Godhra

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCCL

The complaint dated 20.05.2015 (By fax) regarding low voltage problem at Bamania & Katara Faliya, At : Dungra, Post: Anika,, Tal: Sanjeli, Dist : Dahod.

On 29.05.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Saburbhai Manabhai Bamania & Shri Ramabhai Khemabhai Rajat, appeared as representative of the complainant whereas Shri Y R Rana, Deputy Engineer of Zalod REC s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

- It is a group complain of about 31 nos. of consumers of village At : Dungra, Post :Anika,, Tal: Sanjeli, Dist : Dahod. They have complained about low voltage and interruptions. They have urged to resolve the power supply grievances by strengthening network. They have also represented that they are representing mater from last one year.

The complainant contended that since long they are facing very low voltage even during day time. Their lighting equipments are not working. They have represented to MGVCCL but till date no response received hence requested to Forum to give justice.

The respondent contended that due to long LT line about 4.25 Km, there is voltage drop. Tail end voltage measured at peak hours are 180 - 185 V. Existing transformer centre capacity is 25 KVA. Total 74 consumers on this TC which is located at a distance of about 700 metres. The LT network is also long due to scattered houses. Load measured on this transformer is as under.

R Ph	52	Ampere
Y	00	Ampere
B	00	Ampere

There is also unbalancing of load.

The respondent further contended that they have sent proposal to bifurcate existing HT line and proposal to install 25 KVA new transformer to their division office for an approval. The low voltage problem will be resolved after that.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that tail line voltage are very low and not as per the permissible values given by GERC. The LT power distribution is through single phase only which is being overloaded. It is also unbalanced power distribution through transformer which further deteriorate power quality. Load distribution should be equal in 3 phases. The respondent has surveyed the network and proposed to bifurcate the line. It is required to process it if technically approved including load balancing of existing transformer.

In view of the above discussion, the Forum is of the opinion that the respondent should keep watch on electrical parameters at tail end area and to concentrate on the complain to resolve them in time which not only improve the service to the consumer but technical loss may be reduced. Timely, action should be taken to bifurcate the load while releasing new connection or upgradation of existing connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to carry out necessary system strengthening steps to resolve grievances in respect of complainant Shri Parsingbhai Hirabhai Bamanias & others of Bamanias & Katara Faliya, At : Dungra, Post :Anika,, Tal: Sanjeli, Dist : Dahod and inform to Forum for action taken along with final electrical parameters.

(A G Shah)
Technical Member

(Harsha S Chauhan)
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 Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>