

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
C/o MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint MG-II-33-09.10
Complainant	Shri Devkinandan R Sharma, At & Post :Akona, Tal: Naswadi, Dist: Waghodia. Con No.00815/00117/8
Respondent	Shri A G Shah, EE Bodeli S/dn & Shri G N Rathwa,Naswadi s/dn of MGVCL.
Date of hearing	23.11.2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 29.09.09 is directed against the lack of response in availing 24-hours power supply from a JGY feeder.

Today on 23.11.09, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Devkinandan R Sharma, At & Post :Akona, appeared himself, whereas Shri A G Shah, EE Bodeli S/dn & Shri G N Rathwa, Naswadi s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

The complainant has his residential house located at the village Akona along Bodeli-Rajpipla Road. He has one agricultural connection and one residential lighting connection. There are 3 other lighting connections in three other names near his residence. The power supply is drawn from 11 KV Kalediya agricultural feeder under group No.BD-1. A Specially Designed Transformer (SDT) is installed on this feeder at Naswadi s/dn so that single phase supply remains available for 24 hours for lighting purpose along with the 3 phase supply for agricultural purpose. However, the complainant's experience is that single phase electric supply for lighting is not available for 24 hours as expected because of frequent interruptions for long hours. This has caused undue hardship and suffering. He approached the concerned MGVCL authorities but without any rectification of the problem. Aggrieved by lack of response, he has approached this Forum for sorting out the problems faced by him.

Shri Devkinandan R Sharma who appeared personally as complainant submitted that he was supposed to receive 24 hours single phase supply for lighting from 3 phase feeder facilitated by the installation of SDT but in

practice, the single phase supply was not available for 24 hours. There were frequent interruptions for long hours. His children are studying and their education has suffered in absence of electric supply for lighting. He had even approached Lok-darbar on JGY feeder on 14.8.09 but so far there was no response for remedy. He, therefore, urged to rectify his difficulty as soon as possible and possible to avail supply from JGY feeder.

The Respondent Shri A G Shah, EE Bodeli MGVCL contended that there is some substance in the complaint of complainant for non-availability of electric supply for lighting for all 24 hours. They had inquired in this matter and found that the SDT installed in this feeder was defective. It was replaced on 28.09.09 and they hoped that the single phase supply for lighting would be available for 24 hours. Perhaps, there could be some repairs and maintenance due to which the supply was disrupted for long hours. He then promised that he would personally visit the site and check up to find an eliminate any problems related to interruptions in ensuring 24-hours supply and assured that the single phase supply would be available for 24 hours to the complainant as soon as possible.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It seems that the non-availability of single phase connection to the complainant's residence was due to technical reasons. After replacement of old SDT, the electric supply should have been restored for 24 hours. Thereafter, the interruptions in supply seems to be due to repairs and maintenance. This must be avoided especially during the active hours of the day so that work of residents and education of students do not suffer. The Forum members sympathized with the complainant for the hardship and mental agony suffered due to non-availability of single phase power supply for 24 hours.

In view of the above discussion, the Forum is of the opinion that the MGVCL should take all remedial measures to ensure that the complainant receives single phase electric supply for 24 hours except under unavoidable circumstances.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to ensure single phase electric supply for 24 hours to the complainant's residence.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 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>