

**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-II-54-2012.13
Complainant	Shri Kamleshbhai Dahyabhai Patel At village Gumadiya, Tal: Thasra, Dist : Kheda
Respondent	Shri M S Solanki Deputy Engineer Thasra s/dn of MGVCL.
Date of hearing	05.10.2012 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 10.9.2012 regarding 24 hours power supply for residential purpose.

Today on 05.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kamleshbhai Dahyabhai Patel, appeared himself, whereas Shri M S Solanki Deputy Engineer of Thasra s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant had applied for power supply for residential purpose on 16.12.2011.
2. The estimate amount was paid on 7.3.2012. However, MGVCL has not given power supply.

The complainant contended that he and his brother Vijaybhai Dahyabhai Patel had asked for single phase residential lighting connection on 16/12/2011. Estimate issued to him is paid on 7/3/2012. He has given an undertaking on stamp paper of Rs. 100/- that he will not use power from this connection for Agricultural use. In his complaint he has listed names of some consumers having Ag. Well connection to whom 24 hours single phase power supply given. In spite of many reminders and

follow up, MGVCL has not given single phase vij supply for 24 hours from JGY feeder.

The Respondent contended that there was two options to give 24 hours vij supply i.e. (1) from JGY feeder and (2) Agricultural DOM feeder where Special Design Transformer (SDT) is installed. In both options, costing was estimated in which the estimated cost from JGY feeder and AG DOM feeder were of Rs. 1,21,853/- & Rs.11,012/- respectively. As supply from JGY feeder is technically not viable, their division office vide his letter dated 14/2/2012 has advised to give single phase power supply from Ag Dom feeder where Special Design Transformer is installed. After payment of estimate by the consumer, work was started but the consumer has objected to lay pole to release power from nearby Ag Dom feeder (Gumadia feeder) so work could not be completed. The respondent has written a letter to the consumer to give consent to connect power from Ag Dom feeder where 24 hours power supply will be given through SDT but the consumer has not replied hence it is not processed.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The JGY scheme is only limited to village area as per GOG guidelines and subsequent circulars issued by the GUVNL. The requirement to get 24 hours single phase power supply can be fulfilled through Special Design Transformer provided on Ag Dom Feeder. The very purpose of Special Design Transformer being installed on agricultural feeder is to provide single phase power supply 24 x 7 hours to the farm houses.

In view of the above discussion, the Forum is of the opinion that the complainant should be properly guided in terms of his 24 x 7 hrs single phase power supply is available from the proposed Ag Dom feeder. MGVCL shall make all efforts to maintain the single phase power supply on Ag Dom Feeder.

ORDER

The Forum directs the consumer that the action taken by Madhya Gujarat Vij Co Limited to give single phase Vij connection through Special Design Transformer on Ag feeder is in order so he may give his consent if he wants to avail single phase

power supply for residential purpose. The Forum also directs Madhya Gujarat Vij Company Limited to revoke the cancelled application & release the connection.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
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 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>