

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

Subject	Consumer Grievances Complaint No.MG-IV-79-2010.11
Complainant	Shri Manilal M Patel, Shreeji Ice & Cold Storage, Devgadh Baria.
Respondent	Shri K N Sutaria, DE S/dn Devgadh Baria of MGVCL.
Date of hearing	25.02.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 09.02.2011 is for low voltage problem.

Today on 25.02.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Manilal M Patel, appeared on behalf of M/s. Shreeji Ice & Cold Storage, Devgadh Baria, whereas Shri K N Sutaria, DE S/dn Devgadh Baria appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

1. 440 V, 3 phase, 60 HP connection was released in the year 1980-81 by erstwhile GEB.
2. This connection was released from the nearby 100 KVA T/C which had few lighting connections only.
3. With the passage of time, the connections of all categories were released from the said T/C.
4. Presently, the total load on the T/C is 12 KW mobile tower, 60 HP of Shreeji Ice Factory and one Cinema theatre from 63 KVA T/C.
5. After getting low voltage complaint, adequate maintenance of transformer, renovation of earthing, replacement of old copper conductor etc were done which increased 350 V to 400 V
6. On the payment of Rs.20,544/- new 100 metre LT line was installed for shifting of connection
7. As the total load on the existing T/C is within limit, hence it was not considered under SI scheme.

The representative of the complainant contended that

1. It is the duty of MGVCL to supply sufficient voltage without any interruption.
2. Many motors are burnt due to low voltage supply
3. Weekly maintenance S/dn is detrimental to their continuous process.
4. Rs.20,544/- paid to MGVCL should be refunded.

The Respondent Shri K N Sutaria, contended that after modification and maintenance the voltage supply improved to 420 Volts, however, if still the consumer feels the low voltage problem, 34mm existing wire which is suitable for 100 Amps may be replaced between two spans totaling about 50 metres. Burning of motors may be due to inadequate trip system in the consumers' premises Weekly maintenance shall be started around 10 AM which shall facilitate the consumer to finish their pending process.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. MGVL has put sincere efforts to solve low voltage problem.
2. MGVL cannot refund the payment of Rs.20544/- as it was the requirement raised by the consumer
3. Electric motors may have burnt if adequate safety measures for trip system are not provided or may not be in a working condition.

In view of the above discussion, the Forum is of the opinion that MGVL may replace 34mm existing wire by next higher capacity wire between two spans free of cost and monitor the supply performance.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to replace the existing 34mm existing wire by next higher capacity wire between two spans free of cost.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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>