

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-II-53-2011.12
Complainant	Shri Bhailalbhai M Parmar, Vansvado Kupo, Borsad, Dist: Anand.
Respondent	Shri S F Garasia, DE of MGVCL
Date of hearing	16.09.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 29.8.11 is for frequent failure on agricultural connection supply line.

Today on 16.09.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bhailalbhai M Parmar, appeared himself, whereas Shri S F Garasia, DE of MGVCL 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 has consumer No.04509/60107/7 in his survey No.1609/1 paiki
2. There is 100 KVA transformer from which many other consumers get vij supply.
3. This transformer is working since ten years.
4. A year back there was lightening effect on the said DP.
5. Recently, frequent failures were reported on this supply and timely actions are not taken by MGVCL for repairs.

The complainant contended that frequent failures are found on the said DP and maintenance is not timely done. This creates difficulty in water supply for all consumers & getting supply from this DP.

The Respondent Shri S F Garasia, DE contended that some time delay is observed because of other priority jobs.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that preventive maintenance is not done since many years on this DP even after damage by lightening. Overhauling and servicing are called for.

In view of the above discussion, the Forum is of the opinion that the DP under reference should be overhauled and servicing should be done at the earliest to ascertain the reliability of the system.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to arrange at the earliest for overhauling and servicing of the DP with 100 KVA transformer to ensure the reliability of continuous electricity supply. Compliance report should be submitted to the Forum.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
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>