

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-III-82-2011.12
Complainant	Shri Arvindbhai L Patel at village Motahabipura, Tal: Dabhoi, Dist : Vadodara.
Respondent	Shri N C Chavda, D E of MGVCL
Date of hearing	02.12.2011

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

The complaint dated 14.11.2011 is for 3 phase power supply.

Today on 02.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Arvindbhai L Patel, appeared himself, whereas Shri N C Chavda D E appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The complainant contended that the schedule of agricultural power supply was changed and not informed to him which had created inconveniency to the consumer.

The Respondent Shri NC Chavda D E of MGVCL has intimated the change in agricultural power supply schedule to the s/s as well as to the village helper for further communication. The concerned helper of the village Motahabipura had not communicated to all consumers in time and through oversight not displayed on the s/dn notice board / village notice board. The Respondent agreed to take care for proper communication henceforth.

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

In view of the above discussion, the Forum is of the opinion that there is no proper communication in this particular case which has created inconvenience to the consumer and as assured by the respondent now onward they will take proper care for the proper communication as per the rules. Complainant represented for auto-switch and subsequent wastage of water. Provision of auto-switch is not desirable in agricultural installation as it affects the grid operation for which proper understanding is given to the consumer. No compensation cost on either side.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to inform all the consumers for any change in the schedule of agricultural power supply well in advance and make wide publicity for the same in affected area.

(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 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>