

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-89-2011.12
Complainant	Shri Bhikhabhai A Patel at Bhailakui, Tal; Kapadwanj, Dist : Kheda.
Respondent	Shri C G Patel JE of MGVCL
Date of hearing	09.12.2011

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 15.11.11 is for providing 24 hours power supply to his residence under Jyotigram Yojana.

Today on 9.12.11., the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bhailalbhair A Patel, appeared himself whereas Shri C G Patel J E 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 applied to Forum for 24 hours single phase residential power supply in Jyotigram Yojana.
2. Consumer is having single phase connection on AGDOM feeder having consumer No.02058/05006/1

The representative of the complainant contended that he should be given 24 hours single phase power supply through JGY feeder instead of AGDOM feeder. Also, conveyed that he must be included in any of the government scheme. He confirmed that after 3 phase AG power supply single phase power supply is available but with interruptions.

The Respondent Shri C G Patel JE of MGVCL contended that Bhailakui AGDOM feeder is supplied with eight hours 3 phase power supply and balance single phase power supply through Special Design Transformer (SDT). He has brought data to supporting proof of single phase power supply (June to Nov 2011) but he could not conform for number of interruptions with time during this period.

The Forum Members present at the hearing considered contention of both the parties and perused the records, that an arrangement to give 24 hours

single phase power supply for complainant's residential connection is made by MGVL. The demand to give connection only from JGY feeder is not justified. However, uninterrupted quality power should be made available to the consumer.

In view of the above discussion, the Forum is of the opinion that the Forum instructed MGVL to ensure that uninterrupted single phase 24 hours power supply is made available & compliance is submitted to the Forum at the earliest.

ORDER

The Forum instructed the Madhya Gujarat Vij Co Limited to ensure that uninterrupted single phase quality power supply for 24 hours is available to the applicant and data thereof is submitted to the Forum within a month along with the consumer's satisfaction for receipt of uninterrupted power supply.

(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>