

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-96-2011.12
Complainant	Shri Maheshbhai M Rathwa, at Keldhara, Tal: Kawant, Dist : Vadodara.
Respondent	Shri Sunil N Parikh, D E of Kawant s/dn MGVCL
Date of hearing	30.12.2011.

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 30.11.11 is for sanction transformer towards low voltage problem.

Today on 30.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Maheshbhai M Rathwa was absent whereas Shri Sunil N Parikh D E of Kawant s/dn appeared as respondent on behalf of MGVCL before the Forum.

Vide letter dated 15.12.11 Deputy Engineer Kawant s/dn of MGVCL stated that he had proposed to convert LT line to HT line of approximately 700 metres by installing 25 KVA transformer. The proposal was discussed. Ultimately, to solve the voltage problem at tail end, convert existing 2 phase system to 3 phase system for initial span of 700 metres and see that transformer loading is balanced in all 3 phase. This will reduce any unbalanced condition of transformer and it will also the reduce line losses and improve tail end voltage condition.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to extend 3rd phase of transformer for system improvement with balanced loading on

transformer to improve tail end voltage condition. This will reduce unbalanced

condition if any of transformer which in turn will reduce line losses and improve tail end voltage condition. The action taken to improve tail end voltage as per regulation should be communicated to the Forum along with voltage data.

(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