

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-61-2012.13
Complainant	Shri Pritesh A Patel representative of Shri Kamal A Patel, 302, Andhariya Chokdi, Mogri Road, Anand, Dist : Anand
Respondent	Shri P P Pancholi, Deputy Engineer of Mogri s/dn of MGVCL.
Date of hearing	19.10.2012 at Anand

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 27.09.2012 received on 3.10.12 regarding low voltage problem (Industrial connection).

Today on 19.10.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pritesh A Patel representative of Shri Kamal A Patel, whereas Shri P P Pancholi, Deputy Engineer of Mogri s/dn 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.19304 / 02690 / 3 phase having industrial connection (NRGP) with a load of 23.5 KW at village Mogri, Dist: Anand.
2. Initially, complainant had applied for 23.5 KW industrial connection on dated 31.03.2011. FQ was given under "D" category on 15.4.2011 of Rs.4,00,869/-. As the consumer was unable to pay in time, he had applied for extension of payment date it was not granted by the concerned s/dn of MGVCL.
3. Again, complainant had applied for 23.5 KW industrial connection on 28.6.2011. Estimate prepared under "C" category with a conversion of existing LT 2W into 4W AB cable wire of 530 metre and subsequently FQ of Rs.44,949/- dated 11.7.2011 was issued and same paid by the complainant and connection was released on 25.11.2011.

Complainant had complaint about the load line voltage and financial losses which he has suffered. He has to run his plant on generator. He has asked why transformer was not necessary to put in revised FQ.

The Respondent contended that in the data sheet measurement of voltage, ampere, load and Power Factor at transformer end and consumer end before and after maintenance shows that voltage between phase and neutral is improved after carrying out the maintenance. On the load side total KW load remains same but the ampere loading is

unbalanced in R, Y, B phase and as a result 7.1 ampere current flows through the neutral. Power factor remains same between 0.778 (before) to 0.723 (after). This is less than permissible limit as per GERC Notification No.11 of 2005 section 3 sub-clause 3.2.5.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that while releasing the power supply, it seems that power supply parameters were not checked and also not found on record hence maintenance is required to be done on the system. The unbalance ampere loading in all phases is crux of the problem and require to resolved on priority. The power factor recorded at the consumer end is low. To improve the power factor, MGVL has to take suitable corrective steps including at consumer end if required as per rules.

In view of the above discussion, the Forum is of the opinion that MGVL has to improve the 3 phase power supply quality as per specified standards.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to improve the 3 phase power supply quality as per specified standards. in balanced condition. The complainant has to cooperate MGVL and he shall provide necessary capacitors at consumer end and to maintain them so as to maintain power factor within the permissible limit.

(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 Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

Procedure to make representations before Ombudsman* contd**

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/Consumer%20Grievances/Procedure/Procedure.pdf>