

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-39-2009.10
Complainant	1. Pramukh, Saraswati Sakhi Mandal, 2. Radha Krishna GIDC Group 3. Jay Ansuya Mahila Mandal all are at Village Valodi, Tal: Pavit Jetput, Dist Vadodara.
Respondent	Shri A G Shah, EE Bodeli of MGVCL.
Date of hearing	23.11.09 and 30.12.09

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 22.10.09 is directed against the frequent interruption of electric power supply and for seeking compensation. The complainants were called for hearing before the Forum on 23.11.09 and 30.12.09 but failed to remain absent.

Today on 31.03.2010, the case of the Complainant Grievance was taken up for hearing before Consumer Grievance Redressal Forum in absence of complainants. Shri A G Shah, EE Mehmabad, appeared as respondent on behalf of MGVCL before the Forum.

The complainants have reported in their complaint that electric supply is often disrupted in their locality. On 21.10.09, the supply was disrupted at 7 PM and not restored till next day morning. They should, therefore, be compensated. The Surpanch of Valodi Gram Panchayat, also reported the same. The helper of MGVCL did come and checked the lines at night but could not find the fault. However, it was discovered that an iron rod was found placed between lines which tripped the supply. On removal of the iron rod, the supply was restored. This matter was also substantiated by the MGVCL officers and the respondent present at the meeting.

It is disheartening to note that the complainants have failed to appear before Forum on 23.11.09 and 30.12.09 inspite of intimation. This may be so as perhaps their grievance has been addressed.

The Forum Members present at the hearing considered the facts and perused the records. The Forum appreciates the efforts taken by MGVCL Technician in removing the fault caused by the iron rod lying on power lines and restoring the supply next day morning. Fault finding does take time

especially when the lines are spread over a large area including jungle and can not be done instantly as expected by consumer.

The attitude of the complainants to remain absents at the hearings after shooting the complaints defeats the basic objective of this Forum and is deplorable. **No order is passed as the matter is resolved.**

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(K M Dave)
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>