

**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-76-2012.13
Complainant	Fuliben Prabhatbhai & Others of Ardi Tal Umreth
Respondent	Shri J D Upadhyay, Dy. Engineer of Umreth s/dn of MGVCL.
Date of hearing	18.01.2013 at Coprorate Office, Vadodara.

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 07.11.2012 regarding change of power supply.

On 18.01.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Fuliben Prabhatbhai & Others, whereas Shri J D Upadhyay, Dy. Engineer of Umreth 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. Group of complainant have represented regarding change of power supply due low voltage problem
2. The complainants are getting power supply from Surashamal Ag. dom. feeder of Chaklashi s/s. They are getting irregular power supply with low voltage. Due to this their motors are getting burnt.
3. They have requested to change the feeder from Surashamal Ag. dom feeder to Pansora feeder of Umreth S/s which is near to their Agri. wells.

The Respondent contended that Ardi and Zalabordi Agri. consumers are getting power supply from Surashamal Ag. dom. feeder of Chaklashi s/s. Earlier they were fed supply from Pansora feeder of Umreth S/s. However due to high percentage voltage regulation resulting into 1000 voltages, they were shifted on 11KV Surashamal Ag. dom. feeder as stop gap arrangement till commissioning of 66 KV Bhalej s/s. The Panshora feeder will be connected to this new s/s. Recently 66 KV Bhalej S/s has been commissioned, and the supply will be changed from

Surashamal Ag. dom. feeder to Pansora feeder within a period of two months and their complaint will be solved.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The voltage measured by MGVCL sub-division at consumer end for 3 phase as well as single phase supply line are found in order. However, the possibility of low voltage during peak hours or in particular period may not be ruled out. According to the report submitted by the concerned sub-division, the 66 KV Bhalej sub-station has been commissioned,. The Pansora feeder will be commissioned from this s/s which is expected within 2 to 3 months expecting voltage problem will be resolved.

ORDER

The Forum directs the MGVCL to complete the bifurcation / commissioning of affected low voltage feeders so as to achieve quality supply para meters as per norms and report to the forum within 3 months. Meanwhile, MGVCL should see that the requisite voltage level is maintained in existing feeders by taking action like transfer of load to other nearby feeder or staggering etc. .

(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***

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>