

**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-IV-134-2012.13
Complainant	Shri Gautamsinh Mansinh Solanki at Moghroli Wadima, Tal: Nadiad, Kheda.
Respondent	Deputy Engineer Nadiad s/dn from MGVCL.
Date of hearing	28.03.2013 at Corporate 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 10.03.2013 regarding to joint Kharakua local phase line to 24 hours JGY line.

On 28.03.2013,, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Gautamsinh Mansinh Solanki, appeared himself, whereas Deputy Engineer Nadiad 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 is residing in farm and supply given from agricultural feeder through Special Design Transformer (SDT) facing frequent faults and not being restored in short time.
2. Many times, 2 to 3 days are required to recharge line and hence, demanded to give supply from 24 hours phase line i.e. JGY feeder.

The complainant contended that they are supplied electricity from Kharakua local phase line. This line suffers from frequent faults and considerable time is consuming to repair. Many times, it requires 2 to 3 days to recharge the line. The local sub-division is not in a position to solve problem and hence Forum is requested to solve the problem.

The respondent contended that because of overload, there may be frequent faults, the single phase connection is from Agricultural feeder / Special Design Transformer (SDT). He informed that 60-70 metres line length is required to connect from JGY feeder.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that no data was available from the respondent for interruption in the feeder line under question.

In view of the above discussion, the Forum is of the opinion that Deputy Engineer of MGVCL should submit record of interruption in the Kharakua agricultural feeder line of atleast last six months and also to submit list of similar consumers to whom connections have been released from JGY line.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to submit record of interruptions on Kharakua agricultural feeder line of atleast last six months and times taken to restore the supply. The MGVCL shall give uninterrupted power supply by carrying out proper maintenance of Kharakua feeder.

(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>