

**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-I-15-2013.14
Complainant	Shri Jayeshkumar Hirabhai Patel, At village Vavia Muvada, Post Ranijini Padedi, Tal. Santrampur under Santrampur sub-division.
Respondent	Shri K I Dalwadi, Deputy Engineer, of Santrampur s/dn of MGVCL.
Date of hearing	24/31.05.2013 & 21.06.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 14.05.2013 regarding low voltage problem.

On 24/31.05.2013 & 21.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Jayeshkumar Hirabhai Patel appeared himself, whereas Shri K I Dalwadi, Deputy Engineer, of Santrampur s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are:

1. The complainant Jayeshkumar Hirabhai Patel bears agriculture connection of 5 HP at village Vavia Muvada, Post Ranijini Padedi, Tal. Santrampur, Dist Panchmahals.
2. Due to low voltage since last approximately two years his motors are getting damaged.

The complainant contended in his application that he bears agriculture connection of 5 HP at village Vavia Muvada, Post Ranijini Padedi, Tal. Santrampur, Dist Panchmahals. Due to low voltage, motor not working and crop getting failed. He has lodged complaint at sub-division several times and also at circle office but as it has not been resolved. As such, requested to solve the low voltage problem without any further delay.

The respondent contended that technical sanction has been accorded under KHUSHI/HVDS Scheme for de-augmentation/bifurcation of existing 1 no. of 100 KVA transformer into 4 nos. of lower capacity transformers. The aforesaid work

will be completed within week time and so the low voltage problem will be resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records observed that there is low voltage problem confirmed in MGVCL has already taken up the matter by adopting HVDS so it will be resolved.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to complete the work as mentioned above at the earliest to resolve the low voltage complaint of Shri Jayeshkumar Hirabhai Patel at village Vavia Muvada, Post Ranijini Padedi, Tal. Santrampur, Dist Panchmahals. The Deputy Engineer Santrampur sub-division is directed to report on completion of aforesaid work to Forum along with three phase voltage parameters.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
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>