

**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-125-2012.13
Complainant	Jyotsnaben K Patel (Jashoda Bhavan) Motabazar, VV Nagar, Dist: Anand.
Respondent	Shri V S Virpara, Deputy Engineer, VV nagar s/dn of MGVCL.
Date of hearing	01.03.2013 at Anand CO

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 18.02.2013 regarding shifting of DP.

On 01.03.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Jyotsnaben K Patel, appeared herself, whereas Shri V S Virpara, Deputy Engineer, VV nagar 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 DP near the residence of complainant Jyotsnaben K Patel (Jashoda Bhavan) Motabazar, VV Nagar, Dist: Anand. DP was installed without consulting her.
2. Many times, the complainant had put problem to the MGVCL but there was no action taken by MGVCL officers.

The complainant contended that there is a DP installed in their premises which is used for Nest Hospital and Dhananjay complex. This DP is not used by complainant. There are many sparks, flaming & noise in the said DP and hence it is considered dangerous to the family of complainant. She had applied on 06.09.2005 and 03.07.2008 to remove this DP but no action taken from MGVCL. They have also published this problem in the local newspaper during 2013.

The Respondent contended that it has been decided to remove the transformer and DP as there is no use at present for the concerned consumers because of availability of alternative arrangement. This will remove majority of the problems to the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that transformer and DP will be

removed as stated by the respondent, All problems will be solved as narrated by the complainant.

In view of the above discussion, the Forum is of the opinion that within a week's time, all problems related to the complainant shall be resolved. The accomplishment report should reach to the Forum at the earliest.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to remove transformer and DP and concerned poles to resolve the problem of complainant Jyotsnaben K Patel (Jashoda Bhavan) Motabazar, VV Nagar, Dist: Anand.

(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>