

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

**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-19-2019-20
Complainant	Shri Karubhai Danabhai Vankar, Vill: Nani-sarsan, Tal: Santrampur, Dist: Mahisagar
Respondent	Shri R M Bhabhor, Deputy Engineer, Santrampur I s/dn of MGVCL.
Date of hearing	18.01.2020 at Godhra Circle Office

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri M T Sangada, (RA&C) MGVCL Vadodara

The complaint dated 19.12.19 (recd on 23.12.19) regarding not getting 24 hours power supply for his residence located at L S No.26 of Vill: Nani-sarsan, Tal: Santrampur, Dist: Mahisagar.

1.0 On 18.01.2020, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Karubhai Danabhai Vankar appeared himself as complainant whereas Shri R M Bhabhor, Deputy Engineer, Santrampur I s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 Residential connection at L S No.26 of Vill: Nani-sarsan, Tal: Santrampur, Dist: Mahisagar, was given on 29.03.2017, con No.09622/10469/0 from nearby 11 KV Manchod Ag feeder.

2.2 Complainant is not getting 24 hours single phase power supply since long and hence raised his grievance to get 24 hours single phase power supply at his house.



3.0 The representative of the complainant contended that

3.1 He has obtained single phase residential lighting connection at above mentioned place under SCP scheme since 2017.

3.2 Though in the energy bill, feeder is shown as 11 KV Padhariya JGY but his connection is connected on 11 KV Manchod Ag feeder and he is getting 4 to 8 hours single phase power supply which creates hurdles in education of children.

3.3 Also, he contended that inspite of frequent representations made to Santrampur s/dn office but nothing has been done and till date he is not getting 24 hours single phase power supply and request Forum to give natural justice.

4.0 The respondent contended that

4.1 The said connection was given from 11 KV Manchod Ag feeder as per gamtal circular.

4.2 Through oversight, coding in energy bill is showing 11 KV Padhariya JGY feeder but actually it is connected on Ag DOM feeder as shown above.

4.3 To give 24 hours single phase power supply on 11 KV Manchod feeder emanating from 66 KV Limda Muvadi s/s, SDT (Special Design Transformer) is erected outside s/s but EE GETCO raised objection and asked to erect SDT inside s/s compound and hence at present SDT is idle & leads to only 8 hours 3 phase power supply.

4.4 Deputy Engineer Santrampur I s/dn contended that there is no space to erect SDT inside s/s compound which is surveyed in presence of EE GETCO but still they are not allowing to charge SDT even after intervening of EE (O&M) MGVCL, Lunawada.



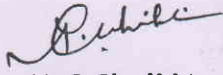
5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that due to disputes for erection of SDT between GETCO & MGVCL, consumers are not getting 24 hours single phase power supply connected on 11 KV Manchod Ag DOM feeder which is not proper.

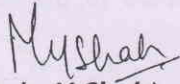
To resolve the issue, Addl CE (RA&C) has pursued with S E (Tr) GETCO Jambuva and requested him to allow the charging of SDT till space constraint is resolved.

ORDER

6.0 The Forum has come to the conclusion that due to disputes for erection of SDT between GETCO & MGVCL, consumers are not getting 24 hours single phase power supply connected on 11 KV Manchod Ag DOM feeder which is not proper. Forum has also directed Dy Engineer Santrampur I s/dn of MGVCL to take immediate action for charging of SDT in consultation with EE (Tr) GETCO, EE (O&M) Lunawada, MGVCL, SE (Tr) GETCO Jambuva & SE (O&M) Godhra MGVCL so that consumers may get 24 hours single phase power supply and also directed to submit Action Taken Report within 15 days from the date of issue of this order.


(M T Sangada)
Technical Member


(A G Shaikh)
Independent Member


(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is : The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.**

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>

