

**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-91-2014.15
Complainant	Maniben Mafatbhai Patel, At : Undel, Near Old Post Office, Tal: Khambhat, Dist : Anand
Respondent	Shri A J Parmar, Junior Engineer, Cambay (Rural) of MGVCCL.
Date of hearing	10.12.2014 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCCL

The complaint dated 15.11.2014 regarding to install new TC under HVDS yojana

On 10.12.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum where complainant remained absent whereas Shri A J Parmar, Junior Engineer, Cambay (Rural) appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

The complainant has consumer No.09555/60013/9 with 15 HP Agricultural connection on the metered tariff at village Undel, Near Old Post Office, Tal: Khambhat, Dist : Anand.

The complainant remained absent during hearing hence written representation is considered which is self-explanatory. The complainant has contended that his borewell supply is frequently affected due to long line. Also, in monsoon season it is very difficult when the supply is interrupted hence it is requested to resolve the complaint.

The respondent Shri A J Parmar JE contended that they have surveyed the site and found that connection is fed from 11 KV Khatnal Agricultural feeder emanating from 132 KV Undel s/s. There is 100 KVA Distribution transformer and the complainant connection is after 11 nos of PSC poles i.e. nearly 600 metres away from the transformer. He confessed that the complaint is genuine and low voltage problem during peak hours so HVDS work is required. They have already proposed T.S. vide letter No.5997 dated 27.11.2014 and proposed new 16 KVA transformer under HVDS with deaugmentation of existing 100 KVA transformer. After completion of said works, the complaint will be resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the respondent has surveyed the site and confirmed the complaint and taken positive action to resolve it. Therefore, it is not required to give call to the complainant for personal hearing. The respondent should see that the proposed works get approved and works completed urgently atleast before next phase of farming activity start.

In view of the above discussion, the Forum is of the opinion that by implementing HVDS and thereby deaugmentation of existing transformer will not only benefited to the consumers but it will reduce T&D losses of the network.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take necessary action to install new transformer centre under HVDS as proposed so as to give quality and uninterrupted power supply to the consumer Maniben Mafatbhai Patel, At : Undel, Near Old Post Office, Tal: Khambhat, Dist : Anand. It is also directed MGVCL to report the Forum action taken and its result thereof.

(A G Shah)
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 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>