

**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-7-2013.14
Complainant	Shri Mukeshbhai B Bhatt, A-10, Shivshakti Park Society, Karjan Karamdi Road, New Bazar, Karjan, Dist : Vadodara.
Respondent	Shri T F Patel, Deputy Engineer, Karjan s/dn of MGVCCL.
Date of hearing	14.06.2013 at Corporate Office, Vadodara

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

The complaint dated 18.04.2013 regarding Mental harassment & financial loss due to electricity supply service of Madhya Gujarat Vij Company Limited.

On 14.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbhai B Bhatt, appeared himself whereas Shri T F Patel, Deputy Engineer, Karjan s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.04101 / 81933 / 0
2. Complainant residing at A-10, Shivshakti Park Society, Karjan Karamdi Road, New Bazar, Karjan, Dist : Vadodara. Due to high voltage on 11.04.2013 between 5 to 7 PM, LED TV has damaged. The price of the LED TV was Rs.60,000/ Complainant spent Rs.7500/ for repairing of TV and Rs.1500/ for transportation. In lieu of proof, complainant has submitted documents.
3. Complainant has asked recovery of cost of repairing of equipments the above amount from MGVCCL along with compensation of mental agony.

4. Complainant has produced documents with his application as below:

- i. Cutting of newspaper - Divya Bhaskar
- ii. Electricity bill
- iii. Letter of Samsung Service Centre
- iv. Goods receipt
- v. Baggage receipt of SVP International Airport
- vi. Cash receipt of Samsung

The complainant contended that due to high voltage on 11.04.2013 between 5 to 7 PM, their electronic equipments mentioned in his complain are damaged and requested the Forum to consider fault on MGVCL side and give justice to pay the expenditure incurred for repairing.

The Respondent has confirmed fault on their system and contended that MGVCL has taken indemnity policy from United India Insurance Co Limited to cover damages of third party due to electrocution and voltage fluctuation.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Complainant has incurred expenditure of Rs.7500/ for repairing charges and Rs.1500/ for transportation. Insurance coverage for such incidents taken by MGVCL with United India Insurance Co Limited for their consumers. Complainant should approach this insurance company for compensation. As per guidelines vide letter No.JMB:Rev:Legal:13:3357 dated 21.05.2013 from MGVCL office Jambuva.

In view of the above discussion, the Forum is of the opinion that the applicant required to follow the procedure as required under third party liability insurance policy of M/s. United India Insurance Company informed to the applicant by MGVCL so that the payment claims for damage amount can be processed smoothly. Also, the MGVCL has also informed the insurance company to process the claim and will follow up.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to provide policy number and name of the policy branch to the complainant Shri Mukeshbhai B Bhatt, A-10,

Shivshakti Park Society, Karjan Karamdi Road, New Bazar, Karjan, Dist : Vadodara.
MGVCL shall extend required help to the complainant for getting the appropriate claim amount.

(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>