

**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-22-2013.14
Complainant	Shri Naranbhai Babarbhai Talpada & others at village : Jasarva, Desaipura, Bodikuva, Tal: Petlad, Dist : Anand.
Respondent	Shri J J Patel Deputy Engineer of Petlad s/dn of MGVCL
Date of hearing	07.06.2013 at Anand circle office

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

The complaint dated 20.05.2013 regarding low voltage problem.

On 07.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein representatives (i) Shri Mafatbhai J Talpada, and (2) Shri Mangalbhai Talpada appeared on behalf of complainant Shri Naranbhai B Talpada and others, whereas Shri J J Patel, Deputy Engineer of Petlad 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. There is very low voltage in their village Jasarva, Desaipura, Badi Kuva, area, Tal: Petlad, Dist : Anand. Sometimes, tube lights are not working. Low voltage is creating drinking water problem also.
2. They have requested to Petlad office of MGVCL but no action taken till today.

The representative of the complainant contended that their village is electrified in about 1997. At that time, approximately 30-35 connection were there. Now, there are more than 150 connections. They are getting very low voltage. Requested to the forum to do needful in the matter.

The respondent contended that he confirmed low voltage in the area after measurement. He has proposed new 16 KVA transformer and 800 metres line. At present connection is given on two phase only.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It seems that after changeover of supply from

agricultural feeder to JGY feeder, old two phase system is not modified which resulted in low voltage when residents / consumers have increased.

In view of the above discussion, the Forum is of the opinion that the proposed work for new transformer installation and it's balance loading should be completed on urgent basis.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to give quality power supply to the consumers by way of continuous improvement system and take prompt action whenever such complaints received. In instant case, report to the forum for the action taken.

(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>