

**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-12-2013.14
Complainant	Prakashbhai Arunbhai Patel, A-5, Chatur Park, At village Padra under Padra sub-division.
Respondent	Shri D A Kadia, Deputy Engineer, of Padra s/dn of MGVCL.
Date of hearing	17.05.2013, 24.05.2013 & 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, MGVCL

The complaint dated 07.05.2013 regarding high voltage problem.

On 17.05.2013, 24.05.2013 & 14.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant did not appeared whereas Shri D A Kadia, Deputy Engineer, of Padra s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are:

1. The complainant bears residential connection in the name of his father Shri Patel Arunbhai Shanabhai, consumer no. 02601/08768/4 at A-5, Chatur Park Society, Padra.
2. Due to fluctuation of voltage since last two years his appliances generally get damaged at times.

The respondent contended that the complaint registered on 06.05.2013 for complain of voltage fluctuation. After receiving the complain Junior Engineer visited the site on 06.05.2013 at about 18-15 Hrs and found that phase to neutral voltage available was 245 volts and there was no problem on MGVCL side. On further investigation, the cause of voltage fluctuation was due to problem in main switch of the complainant. There was loose contact in his main switch and due to sparking in the main switch contact there was fluctuation in supply which was discussed in presence of the consumer. More over no complaints were received regarding damage of domestic appliances from nearby consumers of Chatur Park which confirms no system problem.

The Forum Members present at the hearing considered facts of both the parties and observed that fluctuation in supply due to loose wiring and loose contact in

main switch needs to be rectified by the complainant. The voltage measured at consumer end in presence of his representative was 245 volts which is as per requirement.

ORDER

The Forum directs the complainant Shri Prakashbhai Arunbhai Patel, A-5, Chatur Park, At village Padra, to get their main switch and wiring attended for any loose connection causing sparking and fluctuation.

(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>