

**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-II-76-2013.14
Complainant	Shri Pranavkumar J Contractor, 50/51 Manharpark OPP: Anushaktinagar, New Sama Road, Vadodara
Respondent	Shri D J Shah, Deputy Engineer Halol Rural s/dn of MGVCL.
Date of hearing	13.09.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 29.08.2013 regarding transferring 3ph Poultry farm connection from AG Dom to JGY feeder.

On 13.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri P J Contractor, appeared himself whereas Shri D J Shah, Deputy Engineer Halol Rural 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. The complainant has consumer No.073/1614322.
2. The complainant is having 3ph poultry farm connection under Halol® subdivision since 28.03.2013.
3. As per Technical circular no.9 and subsequent amendments Poultry farm connection can be given on AG land. As per this guide line connection was given from AG DOM feeder.

The complainant contended that he is not getting power supply regularly and facing lot of interruptions, which is causing huge financial loss. He also added that even after nos of complaints, no proper result for uninterrupted power supply observed. On the contrary SDO is putting forward their limitations of long feeder length.

Respondent Shri D.J.Shah D.E. Halol subdivision has told that some time interruptions are observed on this AG Dom feeder and time to restore power supply increases due to long length of said feeder, difficulty in approach due to water logging as well limitations of line staff strength. The JGY scheme is only limited to village area.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the connection under question given from AG Dom feeder is in line with existing rules. However, D.E. Halol (Rural) should attend the said feeder from the maintenance point of view and ensure reduction in interruptions. The consumer must get quality and uninterrupted power supply. The SDO may explore the option of feeder bifurcation to reduce line length if permitted by technical parameters.

ORDER

The Forum directs the Complainant Shri P J Contractor, 50/51 Manhar park Society, New Sama Road, Vadodara that Poultry farm connection given from AG Dom feeder is in order. The Forum also directs the MGVCL Halol® subdivision to ensure better quality & uninterrupted power and action taken report in this regard must be submitted to Forum within 30 days.

(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>