

**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-20-2013.14
Complainant	Shri Rajnikant C Shah at S No.625 / C On Canal, Alwa Fatepura Road, Alwa to Kalol, Dist : Panchmahals
Respondent	Shri M I Naik, Deputy Engineer Kalol s/dn of MGVCL.
Date of hearing	28.06.2013 at Corporate 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 05.04.2013 regarding Provision of 24 hours power supply from agricultural pole to JGY pole.

On 23.05.2013, 13.06.2013 & 28.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajnikant C Shah remain absent whereas Shri M I Naik, Deputy Engineer Kalol 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.07516 / 10644 / 5
2. Since 2006, requesting to give residential power supply from 24 hours JGY feeder.
3. Complainant's existing residential connection is situated in agricultural land and given from agricultural dominant feeder.
4. Complainant is Ex-service man aged 70 years.

The complainant not remained present during hearings (three times). As per his written complain, he approached to MGVCL Kalol office to give him 24 hours power supply from JGY feeders. He claimed that other peoples are provided with 24 hours power supply so why he only being deprived of.

The respondent contended that lighting connection released on 30.10.2003 from agricultural feeder. After implementation of JGY scheme, the old agricultural feeder becomes Ag Dom feeder for 8 hours power supply. The complainant is demanding for 24 hours power supply which is not possible from Ag Dom feeder.

Moreover, as per MGVL Circular No.9, JGY feeder supply cannot be extended to agricultural area. Therefore, the complain not resolved at their end.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The agricultural feeder from where the residential lighting connection is given is not provided with Specially Designed Transformer (SDT). 24 hours power supply can be provided by installing SDT on agricultural Dom feeder at sub-station end. As such, the complainant demand for 24 hours power supply can be fulfilled without extending JGY feeder to agriculture area.

In view of the above discussion, the Forum is of the opinion that MGVL should provide SDT on Agricultural Dom feeder where consumer requires 24 hours single phase lighting supply.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to provide Specially Designed Transformer (SDT) on urgent basis on Agricultural Dominant feeder to release 24 hours single phase power supply to the complainant Shri Rajnikant C Shah at S No.625 / C On Canal, Alwa Fatepuri Road, Alwa to Kalol, Dist : Panchmahals. MGVL is also directed to submit action taken report to the forum.

(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/Consumer%20Grievances/Procedure/Procedure.pdf>