

**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-87-2013.14
Complainant	Shri Ramanbhai Bhagabhai Malivad, Amboja Navi Vasahat, Bachkariya, Tal: Santrampur, Dist: Godhra
Respondent	Shri K I Dalwadi, Deputy Engineer Santrampur s/dn of Godhra
Date of hearing	4.10.2013 at Vadodara, 18.10.2013 at Godhra & 15.11.2013 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated Nil received on 19.09.2013 regarding to low voltage problem and install new transformer for Bachkariya, Malivad Faliya, Amboja Navi Vasahat, Tal: Santrampur, Dist: Godhra.

On 04.10.2013, 18.10.2013 & 15.11.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Ramanbhai Bhagabhai Malivad, was absent during all hearings whereas Shri K I Dalwadi, Deputy Engineer Santrampur s/dn of Godhra appeared on 18.10.13 as respondent on behalf of MGVCL before the Forum. He was heard. However, complainant had requested to hear him and Forum has heard him he appeared on 29.11.2013 at Vadodara, though he was not called officially.

The brief details of the case is as under:

1. The complainant had applied for low voltage problem and installation of new transformer for Amboja Navi Vasahat (Bachkariya)'s Malivad Faliya, Tal: Santrampur, Dist: Godhra.
2. Also mentioned that Malivad and Amboja Faliya and other two faliyas are facing low voltage problem.
3. It is further mentioned by the complainant that the children are not able to study in evening hours, hence, requested to provide new transformer to solve the low voltage problem.

The complainant contended that there are approximately 44 houses in Faliya like Bachkariya, Amboja Navi Vasahat and Malivad. Also, informed that the area is getting power supply from Transformer center erected at Kesarpura which is 2 km away from Amboja Petapara.

The respondent contended that on getting complaint, he had measured Voltages during day hours as well as evening peak hours and found 118 Voltage. It is informed that new transformer is proposed under System Improvement Scheme and same is under process for technical sanction.

In view of the above discussion, the Forum is of the opinion that the problem raised by complainant is genuine and respondent has to take immediate action to resolve the complaint by taking suitable action of DTC review / erection of new transformer under System Improvement Scheme.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take immediate action to resolve the low voltage complaint by taking suitable action to cater quality power supply to complainant's Faliya, Bachkariya, Malivad Faliya, Amboja Navi Vasahat, Malivad and other surrounding Faliya / area of Tal: Santrampur, Dist : Godhra.

(Medha M Marathe)
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>