

BEFORE THE CONSUMER GRIEVANCES REDRESSALFORUM

**MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-III-80-2014.15
Complainant	Shri C C Rathod& others, Shigri Faliya, Village : Bavka, Dist : Dahod
Respondent	Shri C.N.Panchal Dy. Engineer Dahod (R) of MGVCL
Date of hearing	11.11.2014 at Godhra, 21.11.14 at Nadiad & 28.11.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The complaint dated 27/10/2004 regarding low voltage problem at Sigrifalia,Village :Bavka, Dist : Dahod.

On 11.11.2014, 21.11.2014 & 28.11.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was remain absent whereas Shri C.N. Panchal Dy. Engineer Dahod (R) appeared as respondent on behalf of MGVCL before the Forum. The content of the complaint filed by the complainant was considered and the respondent was heard while hearing.

The brief details of the case are as under:

1. There is group complaint at Sigrifalia village Bavka, Dist. Dahod regarding Low voltage & no action taken to improve it.

The Respondent Shri C.N. Panchal contended that upon receipt of complain from CGRF, they have visited the site & measured electrical parameters during peak hours on date 10.11.2014 & recorded as Phase current: R-17A, Y-15A, B-59A and Voltage: RY-377, YB-377, BR-

404. The neutral earth current is about 18A. There is long LT network causing low voltages.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that electrical parameters at consumer end are not being maintained within the limits specified under the law. The complaint is genuine and required urgent attention to attend it. Looking to the parameters at transformer centre, it is of unbalance nature drawing high earth current and B phase is loaded heavily compared to other two phases. The low voltage problem may have resolved if load distributed evenly on all phases. A due care would have been taken while releasing new connection or during maintenance to avoid such grievances and loss of power in terms of technical losses. As per The Electricity Act, 2003, consumer should be supplied quality and uninterrupted power within its tolerances specified.

The Forum is of the opinion that MGVCL should attend the low voltage complaint on immediately and see that parameters are within its limits specified under the law.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to resolve the complaint regarding low voltage immediately and submit action taken report to the Forum along with final electrical parameters at consumer end in respect of complainant Shri C C Rathod & others, Shigri Faliya, Village : Bavka, Dist : Dahod.

(A G Shah)
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

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.
1. Representation may be submitted in English or Gujarati language

*** <http://www.gercin.org/docs/Cosumer%20Grievances/Procedure/Procedure.pdf>