

**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-III-81-2014.15
Complainant	Shri Sanabhai S Damor & others, Damor Faliyu, Village : Kalakheta, Tal: Lunawada, Dist : Godhra
Respondent	Shri K A Patel Junior Engineer MGVCL Lunawada Sub division
Date of hearing	11.11.2014 at Godhra & 21.11.2014 at Nadiad

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

The complaint dated Nil received on 03.11.2014 regarding to grant new TC for Kalakheta Faliya of Lunawada, Dist : Godhra.

On 11.11.2014 & 21.11.14, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the complainant was remained absent whereas Shri D J Shah Deputy Engineer & Shri K A Patel Junior Engineer Lunawada II Sub division remain present as respondent on behalf of MGVCL before the Forum. The content of the complaint was considered and the respondent was heard while hearing.

The brief details of the case are as under:

- It is a group complain of about 50 nos. of consumers of village Kalakheta, Ta: Khanpur, Dist: Mahisagar. They have complained about low voltage and interruptions. They have urged to resolve the power supply grievances by strengthening network.

The Respondent contended that due to long LT line there is voltage drop. Tail end voltage measured at peak hours are 180 - 185 V. Existing transformer centre capacity is 63 KVA. Total 102 consumers on this TC which is located at a distance of about 700 metre. Load measured on this transformer is as under.

	18:00 hrs	21:00 hrs
R	35 A	42 A
Y	20 A	32 A
B	19 A	27 A

The respondent further contended that they have sent proposal to installed 16 KVA new transformer to their division office for an approval. Thereafter, the problem will be resolved.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that after receipt of complaint and confirming low voltage as complained, the respondent has proposed new transformer near the locality which will improve the quality of power and reduction in interruption.

In view of the above discussion, the Forum is of the opinion that the respondent should keep watch on electrical parameters at tail end area and to concentrate on the complain to resolve them in time which not only improve the service to the consumer but technical loss may be reduced

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to carry out necessary system strengthening steps to resolve consumers problem & grievances in respect of complainant Shri Sanabhai S Damor & others, Damor Faliyu, Village : Kalakhetra, Tal: Lunawada, Dist : Godhra and inform to Forum for action taken along with final electrical parameters.

(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 Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>