

**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-55-2014.15
Complainant	Shri Anishbhai Kaliabhai Bhuriya, At & Post : Bhey Talav Faliya, Tal: Garbada, Dist : Dahod
Respondent	Shri V R Parekh, Deputy Engineer, Garbada s/dn of MGVCL.
Date of hearing	28.08.2014 at Vadodara

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

The complaint dated 18.08.2014 regarding low voltage problem.

On 28.08.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Anishbhai Kaliabhai Bhuriya appeared himself whereas Shri V R Parekh, Deputy Engineer, Garbada s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

The complainant had made complaint to Deputy Engineer of Garbada s/dn regarding low voltage problem. He had received reply that his problem will be resolved by laying additional phase wire with ABC in short period but still the work is not completed. Complainant requested to give the time period by which this work will be completed and low voltage problem will be solved.

The complainant contended that he is facing low voltage problem, MGVCL had replaced open conductor with ABC in main line but his low voltage problem is still not solved. He also contended that low voltage problem is also faced by his neighbours but nobody made complain. However, now he had no complaint as work of replacement of balance open conductor by ABC is completed on 27.08.2014. Voltage recorded at his installation in static meter shown by Deputy Engineer & found is 230 V to 236 volts.

The respondent contended that the connection of complainant was at tail end of the LT line. He had laid 680 metres 3 phase 4 wire LT ABC in main line in the month of May 2014. Balance work of replacement of LT open wire with ABC is completed on 27.08.2014. Voltage taken at the installation of complainant on static meter & found 230 to 236 volts.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complaint regarding low voltage problem is resolved by respondent and complainant is satisfied and withdrawn the complaint.

ORDER

As the grievance has been resolved prior to hearing in the CGRF, the Forum hereby allows complainant Shri Anishbhai Kaliabhai Bhuriya, At & Post : Bhey, Talav Faliya, Tal: Garbada, Dist : Dahod to withdraw their grievance application with above fact, the grievance application of 03.01.2014 stands settled and disposed off.

(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>