

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-IV-156-2013.14
Complainant	Shri Champakbhai Raisingbhai Rathwa Faliyu, At : Zaban, Tal: Jambughoda, Dist : PMS
Respondent	Shri S M Shah, Deputy Engineer, Jambughoda s/dn of MGVCL.
Date of hearing	07.03.2014, 13.03.2014 & 19.03.2014 all 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 25.02.2014 regarding to give residence vij connection from new installed DP at Jamarbiya area.

On 07.03.2014, 13.03.2014 & 19.03.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Champakbhai Raisingbhai, was absent during all hearings whereas Forum heard Shri S M Shah, Deputy Engineer, Jambughoda s/dn appeared as respondent on behalf of MGVCL before the Forum on 07.03.2014 & 13.03.2014.

The brief details of the complain are as under:

1. Complainant had applied for new transformer in the residential area of Rathwa Faliya and Bhamarbiya Faliya.
2. Shri Champakbhai Raisingbhai Rathwa has complained that new TC allotted for Rathwa and Bhamarbiya faliya but erected in Bhamarbiya faliya which is forest area due to political pressure.
3. On approaching Jambaghoda s/dn office, it was informed that separate line from new TC will be given to both faliya but no action is taken for the same.
4. If new transformer was erected near Zaban Bus Stand more public would have been benefited.
5. As transformer is erected in forest area, mischievous people are taking out fuses and cutting wires to make disturbance in any function in Rathwa faliya.
6. Request is to give separate line from new TC to Rathwa faliya.

The complainant was absent during all three hearings i.e. 07.03.2014, 13.03.2014 & 19.03.2014.

The respondent contended that the area mentioned under complaint was given power supply by extending LT line 1.8 Kms from 63 KVA TC. Low voltage problem was faced

by Bhamarbiya area consumers. To resolve this problem, new TC of 25 KVA was erected in this area. The complainant residing in Rathwa faliya had no voltage problem in past as well as now. The complaint made by complainant is due to disconnection of power in Rathwa faliya during function by removing fuse of the phase feeding power to Rathwa faliya by person having rivalry with complainant. He had personally visited the site and contacted persons residing nearby the complainant's house, Sarpunch knowing problem in Rathwa Faliya but no problem.

The Forum Members present at the hearing considered contention of MGVCL and perused the records and observed that MGVCL had resolved the low voltage problem by erecting new TC at suitable location under system improvement scheme. Written undertaking given by person of Rathwa Faliya except complainant for having no more complaint of low voltage. The complainant's contention to erect the new TC at the location as decided by him is not as per norms. Further, the consumers are concern with proper and good quality supply and not with the location of TC & laying of LT line network. Location of TC & extension of LT line decided by MGVCL is considering technical and economical aspects which is in order.

ORDER

The Forum directs the complainant Shri Champakbhai Raisingbhai Rathwa Faliyu, At : Zaban, Tal: Jambughoda, Dist : PMS, that the location of new TC fixed by MGVCL is in order.

(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>