

**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-31-2014.15
Complainant	Shri Parshottambhai C Patel, (Kevalbhai). At villge : Makni, Tal: Sankheda, Dist:Chhotaudepur
Respondent	Shri D V Parmar, D E Sankheda s/dn of MGVCL.
Date of hearing	04.07.2014 at Vadodara

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

The telephonic complaint dated 01.07.2014 regarding low voltage problem in agricultural vij connection.

On 04.07.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Parshottambhai C Patel, appeared himself, whereas Shri D V Parmar, D E Sankheda 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:

1. The complainant had telephonically represented on dated 01.07.2014 to convener regarding low voltage problem in agricultural vij connection at village Makni, Tal: Sankheda.

The complainant contended that he is facing low voltage problem at his agricultural connection and having 7.5 HP connection. His agricultural connection is at farthest end of the LT line. 5 more agricultural connections are given from the same TC by tapping LT line for his connection. He had informed that before switching on the motor appx 350 volts are available and after switching on along with other four motors of the agricultural consumers of same TC, voltage down to about 200 volts. He is facing this problem since last one and half year. Even after frequent complaints at s/dn office no action is taken to resolve the same.

The respondent contended that the connection of the complainant is at the tail end of LT line having other four agricultural connections. LT line is appx 1150 metres and tapped for other four numbers. Out of these agricultural connections, the complainant and other one consumer is facing low voltage problem. He had also informed that to resolve the consumers' low voltage problem he had prepared HVDS TS under Khushi scheme. He had also informed that on payment of 5 HP agricultural new connection on the name of Shri Rameshbhai Jesing Baria on dated 06.05.2014 it becomes feasible to lay LT line as proposed under Khushi Scheme to resolve low voltage problem. The proposal is prepared by laying 170 metres LT line AB cable with augmentation of TC from 10 to 25 KVA.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complaint of the complainant is genuine and MGVL has not taken action as per SoP of the GERC and MGVL is bound to provide the sufficient voltage to the consumer.

In view of the above discussion, the Forum is of the opinion that the power supply to the agricultural consumers should be provided by improving necessary infrastructure i.e. LT 170 metres and augmentation of TC from 10 KVA to 25 KVA on urgent basis.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to provide necessary infrastructure i.e. LT 170 metres and augmentation of TC from 10 KVA to 25 KVA on urgent basis to complainant Shri Parshottambhai C Patel, (Kevalbhai). At village : Makni, Tal: Sankheda, Dist: Chhotaudepur to resolve low voltage problem and report action taken to the Forum.

(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>