

**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-I-23-20.14.14
Complainant	Shri Rasikbhai Ashokbhai Patel & others at Yuva Kisan Jagruti Samiti, At : Malpur, Tal: Sankheda, Dist :Chhotaudepur
Respondent	Shri D V Parmar, Deputy Engineer of Sankheda s/dn of MGVCCL.
Date of hearing	20.06.2014 & 04.07.2014 both at Vadodara

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

The complaint dated NIL received on 17.06.2014 regarding irregular power supply from Bhatpur feeder.

On 04.07.014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rasikbhai Ashokbhai Patel appeared himself, whereas Shri D V Parmar, Deputy Engineer of Sankheda s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant Shri Rasikbhai Ashokbhai Patel & others had applied for getting irregular power supply from 11 KV Agricultural DOM Bhatpur feeder in agricultural connection due to loose span / insufficient clearance from the ground
2. Not providing the fuse in the Dist Box of the TC.
3. Line maintenance activity may be carried out during schedule of 3 phase power supply in night hours.
4. People of the Malpur village are not knowing the person who is posted as a village helper.

5. In sufficient power supply provide from s/s and illegal entry made in the record for providing 8 hours power to the agricultural connections.
6. While making telephone contact no positive response from the office to the consumer and responsibility thrown to the other person.
7. Consumer who have paid regular bill even though they are not getting regular power supply and while making complaint regarding power supply they are misleading to the consumer.
8. Due to improper system voltage electrical equipments are damaged henceforth consumer will claim the charge against damaged equipments.
9. It is their rights to get the regular power from MGVCL.

The complainant contended that due to loose span insufficient ground clearance, TC & DP structure and most of the line poles are tilted some line passing through tree branches so they are facing lots of power interruptions. Also, facing low voltages and interrupted / insufficient power during three & single phase power supply period. After this complaint, he had confirmed that maintenance activity is started and 70% line maintenance work is completed on dated 20.06.2014 and balance work is under progress. Nobody is lifting the phone to register the complaint so consumer has to approach personally to the office to register their complaint.

The respondent contended that he has taken up works on urgent basis and about 70% line maintenance is completed and balance work will be completed within 15 days. At present, no fuse in distribution box at ground level is provided for safety and prevention of theft but DO fuse is taking care of unusual occurrence. In 3 phase agricultural power schedule, if line gone in permanent fault from s/s end, the balance hours for 3 phase schedule power supply are being compensated. After completion of maintenance work, quality and uninterrupted power supply can be catered.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complaint of the consumers is genuine and MGVCL has to provide uninterrupted quality power supply by following practice of regular maintenance works. MGVCL s/dn has to submit report of work done and planning for balance work. MGVCL has to check and review the power line parameters as per SoP of GERC. MGVCL has to devise necessary mechanism to attend the telephonic complaint and its proper record.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to carry out line maintenance activity on TOP PRIORITY for providing uninterrupted & quality 3 phase power supply to complainant Shri Rasikbhai Ashokbhai Patel & others at Yuva Kisan Jagruti Samiti, At : Malpur, Tal: Sankheda, Dist :Chhotaudepur.

(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>