

**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-54-2014.15
Complainant	Shri Sarad Sonthalia, Director, M/s. Sona Plastics P Ltd., P - 205 /1/2 Village Kadachla, Next to PMT Tools Limited, Tal: Halol, Dist : PMS
Respondent	Shri M G Amin, Deputy Engineer, Halol Rural s/dn of MGVL.
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, MGVL

The complaint dated 17.07.2014 received through GERC Gandhinagar vide their letter dated 14.08.14 regarding no action taken for frequent power outages.

On 28.08.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Sarad Sonthalia, appeared himself on behalf of M/s. Sona Plastics P Ltd., whereas Shri M G Amin, Deputy Engineer, Halol Rural s/dn appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant vide letter dated 27.09.2013 to Madhya Gujarat Vij Company Limited, (MGVL) Halol Rural s/dn and its reply dated 23.10.2013.
2. Consumer No. 41493 / 11 KV Geetanjali feeder from 66 KV Baska s/s.

3. Even after frequent complaints to the MGVCL's Senior Personnel, voltage fluctuations and interruption of power supply including single phasing is still not improved. Hence, the consumer suffers heavy losses due to loss of production and burning of electrical equipments even plan maintenance are not being informed in advance.
4. This is clear negligency on the part of MGVCL for not supplying quality and uninterrupted power supply. Therefore, requested to take necessary action to give uninterrupted power supply.
5. Consumer has submitted the list of power outages.

The complainant contended that even after constant follow up with the MGVCL offices they are not getting uninterrupted power supply since last one year. In response to his complaint MGVCL had represented that length of the line is more and it is passing through trees of TAD & NILGIRI plantation. The branches & leaves of these trees are falling on the line giving maximum interruption. He requested to give power supply from nearby Express feeder namely M/s. PMT Machines P Ltd., which is located at the distance of only 100 ft. His demand is only 150 KVA which can be catered through this Express feeder.

The respondent contended that power was supplied to M/s. Sona Plastics P Ltd., through Geetanjali feeder emanating from 66 KV Baska s/s located at 20.95 Kms away. This is industrial mixed load feeder and passing through plantation of TAD & NILGIRI for the length of about 1½ Kms. The feeder is bifurcated on 17.05.2014 and connected to new s/s i.e. 66 KV Madar. Now, new feeder name is 11 KV Sona Plastics having total length of 12.43 Kms and

main length 8.48 Kms even with the feeder bifurcation, TAD & NILGIRI plantation area is within on this feeder line. The interruption due to long length is reduced but the interruption due to above tree plantation area remains. The request to connect to nearby PMT feeder cannot be entertained as per rules because it is designated as Express feeder supplying power to M/s. PMT Machines P Ltd.,

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that interruption of power is due to earth fault, over current, jumper burning, cyclone etc. The reason for earth fault and over current is still not traced out which requires to attend on urgent basis. Interruption due to jumper burning & cyclone, may be due to loose stringing and loose clamping which requires to attend on top priority. In the area of TAD & NILGIRI plantation use of insulated conductor will be helpful to resolve cause of tripping. It seems that major problem is due to lack of proper maintenance. If laying of insulated conductor in the problematic area is not economical / feasible then it may be connected to nearby PMT feeder having spared capacity.

In view of the above discussion, the Forum is of the opinion that timely maintenance of line should be carried out to avoid the grievances of consumer thereby to supply quality and uninterrupted power. Also, in case of such abnormal causes relaxation to connect to the nearby Express feeder can be considered.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to carry out maintenance of feeder in all respects including insulated conductor / ABC in plantation area

and see that quality and uninterrupted power supply is being catered. The work should be completed within one month 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>**