

**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-38-2013.14
Complainant	Shri Vajabhai Sursingbhai, Gulabbhai Raijibhai & others, of village Gajapura (Kanta) Tal: Ghoghamba, Dist : Godhra.
Respondent	Shri Kush Varshaney Deputy Engineer of Ghoghamba s/dn of MGVCL.
Date of hearing	05.07.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 25.05.2013 regarding low voltage problem.

On 05.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant remain absent whereas Shri Kush Varshaney Deputy Engineer of Ghoghamba s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant residing at Gajapura (Kanta) Tal: Ghoghamba, Dist : Godhra.
2. Their Faliya is 2 Kms far from transformer centre.
3. Due to long distance, they are getting low voltage.

The complainant remains absent.

The respondent contended that the low voltage complain at Mevasi Faliya, Gajapura (Kanta) village is analyzed. It is found that only single phase connection to all residents are given from 63 KVA transformer center. It requires to distribute on all three phases i.e. balance loading of transformer. Extra line is required to carry out the work. Technical proposal was sent to Division Office. An approval (T.S.) from Division Office is received on 01.07.2013. Now, load balancing will be carried out on all three phases on existing 63 KVA transformer centre. The work will be executed within of week time and low voltage problem will be solved.

In view of the above discussion, the Forum is of the opinion that by extending remaining two phase from existing 63 KVA transformer centre and thereby load balancing low voltage problem will be solved.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to immediately carry out the work to distribute load on all three phases at village Gajapura (Kanta), Tal: Ghoghamba, to solve the low voltage problem. After completion of the work, submit the action taken report to the Forum along with voltage measurement and satisfactory letter from the complainant.

(Y B Sukhadia)
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>