

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-III-19-2018-19
Complainant	Sheetalkuvarba Harishchandra Rathod, at village Ambali, Tal: Godhra, Dist: Panchmahals.
Respondent	Shri H H Patel, Junior Engineer, Godhra (Rural) s/dn of MGVCL.
Date of hearing	On dated 21.12.2018 at Lunawada Circuit House

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri H R Shah, (RA&C) MGVCL Vadodara

The complaint dated 09.10.18 regarding delay in giving new Industrial LTMD connecton to Smt. Sheetalkuvarba Harishchandra Rathod, village Ambali, Tal: Godhra, Dist: Panchmahals.

1.0 On 21.12.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Harishchandrasinh Rathod, representative of complainant Smt Sheetalkuvarba Harishchandrasinh Rathod, appeared on behalf of complainant whereas Shri H H Patel, Junior Engineer, Godhra (Rural) s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 The complainant Smt Sheetalkuvarba Harishchandrasinh Rathod, Dr's Muvada, New Vasahat, at village Ambali, Tal: Godhra, Dist: Panchmahals, has registered for new industrial connection under LTMD category for 67.88 KW i.e. 91 HP at LS No.331/2/P-1 vide S R No.4764017.

2.2 The necessary registration charges of Rs.400/ was paid vide receipt No.291852 dated 28.06.18 at Godhra (Rural) s/dn office.



- 2.3 The purpose shown in application for LTMD connection was retail /reseller business of Bio-coal production from Agricultural waste.
- 2.4 As per the site survey carried out by Jr.Engr. on dated 10.07.18, the work involved erection of 0.760 km of HT ABC 95 sq.mm using 9 mtr RSJ pole and 100 KVA transformer.
- 2.5 The Technical Sanction was accorded for the said new industrial connection under DDUGJY scheme by circle office at an estimated cost of Rs.12,29,208/- on dated 21.07.18.
- 2.6 Firm Quotation of Rs.2,65,321- was served to the applicant vide letter No.2890 dated 21.07.18.
- 2.7 The estimate was paid by the party on dated 23.07.18 & agreement executed on 25.07.18 to commence the work.
- 2.8 Two months' notice after work completion was issued on dated 09.10.18.
- 2.9 The complainant approached before CGRF due to delay in getting connection.
- 3.0 The representative of the complainant has represented the case as under:
- 3.1 The complainant contended that he is involved in the retailer/reseller business of bio coal production from agricultural waste.
- 3.2 He has paid the FQ amount on dated 23.07.18 and there was delay in getting connection.
- 3.3 He has no further grievance as the connection is released now.
- 4.0 The respondent has represented the case as under:
- 4.1 The respondent contended that after receipt of estimate amount it was necessary that erection of HT line using 9 mtr RSJ pole & transformer is carried out. However, the work got delayed due to acute shortage of 9 metres RSJ pole & monsoon season prevailing at that time (as mentioned in the written submission).
- 4.2 He further contended as soon as RSJ pole was available the work was completed and connection was released immediately on receipt of test report from the applicant.



5.0 The Forum Members present at the hearing have gone through the written submission made by the parties and at the time of hearing heard in detail further submissions made by both the complainant and respondent and minutely perused the papers which were on record and have arrived at the conclusion as under:

5.1 The complainant has paid the FQ charges on dated 20.07.18. However, there was delay in releasing the connection was owing to acute shortage of RSJ pole of 9 meter.

5.2 It is evident from written submission of respondent that two months' notice is served on dated 09.10.18 and test report received on 30.10.18 i.e. delay of 20 days from date of work of TMN.

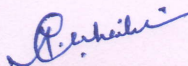
5.3 The connection is released the next day 31.10.18 i.e. immediately after receipt of test report from complainant.

ORDER

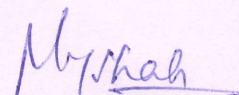
6.0 The Forum has come to the conclusion that there is delay in release of connection of complainant Smt. Sheetal Kuvarda Harishchandrasinh Rathod, at village Ambali, Tal: Godhra, Dist: Panchmahals due to shortage of 9 meter of RSJ Pole at that time. On release of connection, grievance of the complainant is resolved.



(H R Shah)
Technical Member



(A G Shaikh)
Independent Member



(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is : The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.**

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>



Yours Sincerely,
For & on behalf of CGRP

Convenor

STAFF OFFICE, Panchanand
C.G.R.P. Office, Gandhinagar

STAFF OFFICE, Panchanand
C.G.R.P. Office, Gandhinagar

For & on behalf of CGRP
Taken Report within 7 days from the date of issue of this letter.