

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-II-16-2017-18
Complainant	Shri Dahyabhai Tersingbhai Rathva, Village : Kukna, Tal: Pavijetpur, Via Jabugam, Dist: Chhotaudepur
Respondent	Shri D K Rathva, Deputy Engineer, Pavijetpur s/dn of MGVCL
Date of hearing	22.09.2017 at Vadodara

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (CC & SDP) MGVCL Vadodara

The complaint dated 15.06.2017 (application recd through Electricity Ombudsman, Ahmedabad) change of place for agricultural vij connection from RS No.80/1 to RS No.192/2/A at village Kukna, Tal: Pavijetpur, Via Jabugam, Dist: Chhotaudepur.

On 22.09.2017 at Vadodara, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dahyabhai Tersingbhai Rathva appeared himself whereas Shri D K Rathva, Deputy Engineer, Pavijetpur s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

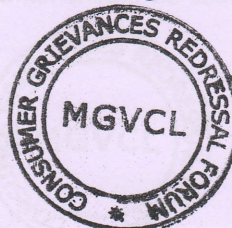
The brief history of the case is as under:

1. The complainant had applied for change of his agricultural connection RS No.80/1 to RS No.192/2/A at village Kukna, Tal: Pavijetpur, Via Jabugam, Dist: Chhotaudepur but MGVCL is not giving estimate for the same.

The complainant contended that he had applied for change of his agricultural connection on 30.12.16 and till date his agricultural connection is not shifted. Applicant feels that his application is getting tossed from one office to another office of MGVCL, the reason is not known to him but his agricultural connection is not shifted till date.

The respondent contended that :

1. Survey of complainant's application dated 30.12.16 was carried out on 10.01.17
2. The proposal was sent to division office on 12.01.17.
3. During survey, it was found that there was a Vado (backyard) where the people reside in house cum open space in agricultural land. He is getting power supply for 2 nos of connections through JGY feeder so Division office has forwarded the proposal to Circle office to obtain guidelines on the basis that there cannot



be two different category of feeders in one premises because from accident point of view.

4. Circle office on 10.04.17 has directed division office on 12.04.17 to re-examine the site. After revisit report from division office on 17.04.17, circle office has informed field that since there is no agricultural activity on the said Vado, hence, agricultural connection cannot be shifted and the same was conveyed to the complainant.

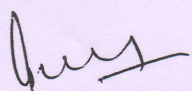
Thereafter, complainant had approached to Complaint Redressal Committee (CRC) at divisional level on 19.05.17 & aggrieved to the decision, Consumer lodge his complain to corporate office. Meanwhile, circle office had forwarded the proposal for approval to corporate office and corporate office had informed to obtain undertaking on Rs.100/ stamp paper alongwith Form No.6 (Hakpatrak) from co-occupants of the land & with the condition that existing lighting connection in agricultural land No.192/2/A should be shifted on Agricultural Dom feeder

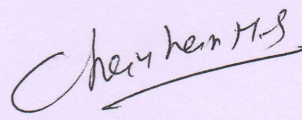
On 09.06.17, division office had accordingly issued an estimate to the applicant which is not paid by the party till date.

The Forum Members present at the hearing, considered the contention of both the parties and perused the records and observed that complainant has agreed that, he will submit necessary undertaking for shifting of lighting connection to agricultural feeder. SDO Pavijetpur s/dn of MGVCL has ensured that applicant will get the single phase power supply for existing lighting connection through on agricultural feeder for 24 hours and party is now ready to pay the estimate.

ORDER

The Forum has come to the conclusion that MGVCL should take necessary action as per rules and regulations for accepting estimate and shift the agricultural connection with the condition as per Technical Sanction in respect of complainant Shri Dahyabhai Tersingbhai Rathva, Village : Kukna, Tal: Pavijetpur, Via Jabugam, Dist: Chhotaudepur.


(B J Upadhyay)
Technical Member


(Harsha S Chauhan)
Independent Member

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>



Dear Sir,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Thanking You,

Yours Sincerely,
For & on behalf of CGRF

[Signature]
(B C Majumdar)
Convener

Encl: Attached

Should also order to:

1. To the MD MGVCL, Corp Office, Vadodra

2. To the MD MGVCL, Corp Office, Vadodra

3. To the MD

4. To the MD MGVCL - CO Gopal V. Mahesh

5. To the MD MGVCL DO Badli

6. To the MD V. Ven

7. To the MD to submit Action Taken Report within 7 days from the date of issue of this