

**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-15-2019-20
Complainant	Shri Darpan Umeshkumar Sutariya, A/11, Shiv Shakti Society, Village :Sokhda, Tal: Matar, Dist: Kheda
Respondent	Shri A R Patel, Dy Engineer Kheda s/dn of MGVL.
Date of hearing	19.12.2019 at Corporate office, Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri M T Sangada, (RA&C) MGVL Vadodara

The complaint dated 06.11.19 (recd on 11.11.19) regarding to give power supply for 24 hours from JGY feeder instead of Ag DOM feeder for their residential connections at Shiv Shakti Society, Village : Sokhda, Tal: Matar, Dist: Kheda.

1.0 On 19.12.2019, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Darpan Umeshkumar Sutariya & others appeared as complainant whereas Shri A R Patel, Dy Engineer Kheda s/dn appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 Shiv Shakti society was organized bearing Survey / block No.796 with NA permission vide letter No.549 dated 21.03.2016 of Revenue Authority in which 46 no of plots were arranged.

2.2 Before 2017, 3 nos of residential connections were given from 11 KV Dev JGY feeder.

2.3 After implementation of Gamtal Circular No.MGVCL/Tech/841 dated 22.03.2017, other 7 lighting residential connections were released from 11 KV Sokhda Ag DOM feeder by erecting new T/C and LT line under D category recovering infrastructure cost over and above fixed charges.

2.4 As complainant was not getting quality power supply due to more interruptions on Ag DOM feeder, approached to CRC of Nadiad circle office of MGVL to connect their power supply on nearby 11 KV Dev JGY feeder for getting continuous power supply. Hearing was carried out on 24.09.19 by CRC and ordered that "as per GUVNL circular No.GUVNL/T.2/RNR/2719 dated 30.01.2017 (gamtal circular) & MGVL Circular No.MGVCL/Tech/841 dated 22.03.2017 as there is less than 15 connections in that group and falls under non-tribal area, residential connections from JGY feeder can



only be given if group becomes 15 or more and they submit the certificate of local Talati". In this case, there is less than 15 connections asked hence it is given from Ag DOM feeder and cannot be diverted to JGY feeder.

2.5 Aggrieved by order of CRC Nadiad circle, complainant approached to CGRF MGVCCL Vadodara and hearing was held on 19.12.2019.

3.0 The representative of the complainant contended that

3.1 Shiv Shakti society was organized bearing Survey / block No.796 with NA permission vide letter No.549 dated 21.03.2016 of Revenue Authority in which 46 no of plots were arranged.

3.2 Before 2017, 3 nos of residential connections were given from 11 KV Dev JGY feeder.

3.3 Other 7 lighting residential connections were released from 11 KV Sokhda Ag DOM feeder by erecting new T/C and LT line under D category recovering infrastructure cost over and above fixed charges.

3.4 They also represented that as they are not getting continuous quality power supply from Ag DOM feeder and also 3 connections are given from JGY feeder in same society we may also be given power supply from JGY feeder.

3.5 It is also represented that surrounding societies and residential area are getting power supply from JGY feeder.

3.6 It is requested by complainant to consider their grievance and to give natural justice.

4.0 The respondent contended that

4.1 Before 2017, 3 nos of connections as shown below were given from existing transformer connected on 11 KV Dev JGY feeder under 'A' category.

Sr No.	Name -	Con No.	Tariff	Cont load	Released on
1	Maganbhai B Baraiya	01508/01132/0	RGPR	0.5 KW	05.01.13
2	Ratanben N Taili	01508/01664/0	RGPR	0.5 KW	30.12.16
3	Joshnaben G Baraiya	01508/01497/3	RGPR	1.0 KW	09.09.15

4.2 After implementation of gamtal circular as shown above at Sr No.2.4, connections asked after 2017 were given from Ag DOM feeder as per the directives given in said circular which is shown here under":



(૨) ગામતળ બહાર ખેતી વિષયક હેતુ માટે ઉપયોગમાં ન લેવાતી હોય તેવી જમીનમાં આવતા મકાનોને (દ્વાયબલ વિસ્તાર માટે ૧૦ અને નોન-દ્વાયબલ વિસ્તાર માટે ૧૫ કે તેથી વધુ મકાનોના જૂથને) જેજીવાય ફીડર પરથી પાવર આપવાની નીતિ.

1. દ્વાયબલ વિસ્તાર માટે ઓછામાં ઓછા ૧૦ અને નોન દ્વાયબલ વિસ્તાર માટે ઓછામાં ઓછા ૧૫ વીજ જોડાણોની માંગણી હોવી જોઈએ. સદર જૂથ સદરજુ જમીનનો ઉપયોગ રહેણાક હેતુ માટે કરે છે તે અંગેનો સ્થાનિક તલાટી મંત્રીનો દાખલો રજૂ કરવાનો રહેશે.
2. સદર જૂથ સંબંધિત તાલુકા વિકાસ અધિકારી દ્વારા પ્રમાણિત હોય તો તેવા પેટા પરા વિસ્તારને અગાઉ આપાયેલ જ્યોતીગ્રામ યોજનાના નિયમો મુજબ વીજળીકરણનો લાભ અપાશે. તેમજ સદર પેટાપરા/ જૂથને જ્યોતીગ્રામ ફીડર સાથે જોડવાનો ખર્ચ DDUGJY હેઠળ કરવાનો રહેશે.
જો DDUGJY યોજના અંતર્ગત જોગવાઈ ન હોય તો, તેવા કિસ્સાઓમાં આ ખર્ચ Kutil Jyoti/ TASP/ લાગુ પડતી અન્ય યોજના હેઠળ કરવાનો રહેશે.
3. જો સદર પેટાપરા/ જૂથ સંબંધિત તાલુકા વિકાસ અધિકારી દ્વારા પ્રમાણિત ન હોય તો તેવા કિસ્સામાં કનેક્શન આપવા માટે ઊભી કરવામાં આવતી માંગનાકીય સુવિધાને લગતો તમામ ખર્ચ, જુથના તમામ અરજદાર-સભ્યો પાસેથી માંગેલા વીજભારના પ્રમાણ મુજબ વસુલીને જરૂરીયાત મુજબ સિંગલ ફેઝ/ટ્રી ફેઝ વિજ જોડાણ, જે તે સમયના ધારાધોરણ અને લાગુ પડતા ટેરીફ મુજબ આપવામાં આવશે.
4. વીજચોરી અને અકસ્માત નિવારવા આવા કનેક્શનને નજીકના હયાત હળવા દબાણવાળા વીજરેષામાંથી એલટી એબીસી દ્વારા વીજપુરવઠો પૂરો પાડવામાં આવશે અથવા HVDS પદ્ધતિ દ્વારા વીજપુરવઠો પૂરો પાડવામાં આવશે. અને HT લાઇન માટે ઓવરહેડ HT AB CABLEનો ફરજિયાત ઉપયોગ કરવાનો રહેશે.
5. હાલમાં, કોઈ પેટાપરામાં હયાત વીજજોડાણનો વીજપુરવઠો જો ખેતીવાડી ફીડર પરથી મળતો હોય અને આ નીતિ મુજબ તે જેજીવાય ફીડર પરથી વીજપુરવઠો લેવા માંગે તો ઉપરોક્ત શરતોને આધીન ફેરફાર કરાવી શકશે.

4.3 Also, 2 nos of temp connections for construction purpose is given in this society from existing 11 KV JGY line as falls under A category.

5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per MGVCCL circular as shown as above, connections asked less than 15 nos cannot be connected to JGY feeder as per order made by CRC MGVCCL, Nadiad, is in line with prevailing norms of GoG and DISCOMs.

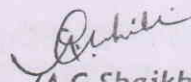
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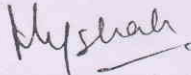
6.0 The Forum has come to the conclusion that at present there is only 10 nos of permanent residential lighting connections exist in Shiv Shakti Society, Village :Sokhda, Tal: Matar, Dist: Kheda, hence, it cannot be diverted to JGY feeder. It is directed to MGVCCL that in future if more connections registered in this society then it can be converted into JGY feeder as per prevailing norms. Also, it is



directed to carry out thorough maintenance of 11 KV Sokhda Ag feeder so that quality and uninterrupted power supply may be available to complainant Shri Darpan Umeshkumar Sutariya & others of Shiv Shakti Society, Village :Sokhda, Tal: Matar, Dist: Kheda.


(M T Sangada)
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>

