

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                   |
|-----------------|---------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-II-13-2016-17                                              |
| Complainant     | Manjulaben Chhotabhai Patel, Vraj Vivah Party Plot,<br>Village : Vansol, Tal: Umreth, Dist: Anand |
| Respondent      | Shri S J Patel Deputy Engineer Bhalej s/dn of<br>MGVCL.                                           |
| Date of hearing | 15.07.2016 at Vadodara                                                                            |

| QUORUM             | NAME                                        |
|--------------------|---------------------------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar                 |
| Independent Member | Harsha S Chauhan, Vadodara                  |
| Technical Member   | Shri B J Upadhyay ACE (RA&C) MGVCL Vadodara |

The complaint dated 12.05.16 (recd on 01.06.16) regarding to release 45 KW LTMD commercial vij connection for party plot at village Vansol, Tal: Umreth, Dist: Anand.

On 15.07.2016, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukesh A Patel Power of Attorney holder of complainant appeared on behalf of complainant Smt Manjulaben Chhotabhai Patel whereas Shri S J Patel Deputy Engineer Bhalej 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. Manjulaben Chhotabhai Patel had applied for 45 KW NRG power connection on 07.11.2015 for the purpose of party plot, Survey No.217/P at village Vansol Tal: Umreth, Dist: Anand in NA land.
2. TS was accorded vide office on dated 10.11.2015 by Executive Engineer Anand Rural office.
3. Connection was proposed from 11 kV Jakhla feeder.
4. Work involved was new 63 KVA transformer centre 0.07 Kms HT line.
5. Estimate was issued amounting to Rs.1,07,296/- on dated 10.11.2015 by Deputy Engineer Umreth s/dn office which was paid on 10.11.2015.
6. Party had complained on 10.03.2015 to the office of S E (O&M) MGVCL Anand to revise estimate for demand of 45 KW.
7. TS was accorded by corporate office letter dated 22.04.2016 with an estimate amount of Rs.2,44,928/-.
8. Revised differential amount of estimate was issued amounting to Rs.1,96,428/- on dated 03.05.2016 by Deputy Engineer Bhalej s/dn which was paid on



31.08.2016. Meanwhile, the applicant had approached MGVCL to review the revised higher estimate charges.

9. Connection is released on 2.10.2016

The representative of the complainant contended that estimate issued by the MGVCL is not as per GERC Regulations. It was also represented that as per Notification No.9 of 2005 upto 100 KW residential, water works and commercial vij connection only fixed charges to be recovered. He has also represented that the land acquired was for Party plot which is non-agricultural purpose. Hence, the estimate is not supported with any kind of GERC regulations. Complainant requested Forum to refund excess amount paid by him which was more than a recovery of fixed charges as per GERC notification. He further represented that, he had applied for 45 KW connection earlier and original estimate issued was Rs.1,07,296/- on dated 10.11.2015.

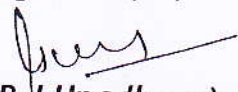
The respondent contended that as per the provision of the GERC & issuance of subsequent technical circular No.76 (based upon provision of GERC) , it is allowed to release lighting connection situated in sim vistar / agricultural land by recovering actual cost subject to ceiling of Rs.1 lac to be released from Ag Dom feeder with load limit of 3 KW due to technical constraint of SDT. However, for this complainant, having demand of 45 KW (party plot) which is more than 3 KW and also seek connection from continuous power supply (JGY / urban) i.e. for this particular case, it is from 11 KV Jhakhla JGY feeder. Since, it is a party plot whose load is more than 3 KW proposed on CPS (continues power supply) feeder, DISCOM has, therefore, recovered the actual cost from the prospective consumer.

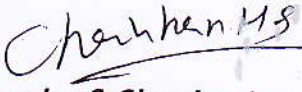
The Forum Members present at the hearing considered contention of both the parties and perused the records and as per the letter of GERC dated 24.06.2014 "has allowed DISCOM to recover the actual cost with maximum amount of Rs.1 lac from prospective lighting connection in agricultural land from Ag DOM< feeder with load limit of 3 KW". In view of this, any connection outside gamtal above 3 KW cannot be catered from Ag DOM feeder due to technical constraint of SDT and if consumer wants to have facility for continuous power supply, it can be considered from other category (i.e. urban / JGY) feeder for which he has to pay full estimate charges. In instant case, party is in need of more than 3 KW load hence he has to pay full line cost.

In view of the above discussion & provisions, norms of GERC, the Forum is of the opinion that the recovery of full cost is in order. Lin

**ORDER**

The Forum directs the complainant Manjulaben Chhotabhai Patel, Vraj Vivah Party Plot, Village : Vansol, Tal: Umreth, Dist: Anand that estimate issued for availing commercial connection from JGY feeder to have facility for continuous power supply amounting to Rs.2,44,928/- is in order.

  
(B J Upadhyay)  
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 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>

