

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-IV-29-2016-17
Complainant	Shri Navratbhai Chaturbhai Solanki, Lingda Bhalej Road, S No.380/1 Paiki 2, Common Plot, Aaryaj Farm, Near Khristipura Patiya, At & post : Aashipura, Tabe:Shankarpura, Tal: Umreth, Dist: Anand
Respondent	Shri R G Sharma, Deputy Engineer, Umreth Rural s/dn of MGVCL.
Date of hearing	10.02.2017 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVCL Vadodara

The complaint dated 27.12.2016 (Telephonic message from complainant on 31.01.17 to heard their case in CGRF) regarding wrong line charges mentioned in estimate.

On 10.02.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbhai Patel representation appeared on behalf of complainant Shri Navratbhai Chaturbhai Solanki Lingda Bhalej Road, S No.380/1 Paiki 2, Common Plot, Aaryaj Farm, Near Khristipura Patiya, At & post : Aashipura, Tabe:Shankarpura, Tal: Umreth, Dist: Anand whereas Shri R G Sharma, Deputy Engineer, Umreth Rural 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 case is for not giving lighting connection of 2 KW from continuous power supply feeder to the complainant Shri Navratbhai Chaturbhai Solanki at Lingda Bhalej Road, S No.380/1 Paiki 2, Common Plot, Aaryaj Farm, Near Khristipura Patiya, At & post : Aashipura, Tabe:Shankarpura, Tal: Umreth, Dist: Anand.

The representative of the complainant contended that for the load demand of 2 KW for the purpose of general lighting at above location was proposed from Ag feeder and was issued FQ of Rs.12875/- (Rs.7079/ line charge, + Rs.3500/ service connection charges, Rs.2296/- Security Deposit).

The respondent contended that the actions have been taken in line with the directives of GERC No.1378 dated 24.06.2014. Complainant has submitted NA permission of land on which his house is constructed and it is surrounded by agricultural land. The location is outside the Gamtal area. It is clearly stating that for outside Gamtal area, DISCOM is allowed to recover actual cost as per latest cost data subject to maximum amount of Rs.1 lac for load demand upto 3 KW from nearby Ag



feeder. The circular is framed on the basis of GERC letter No.GERC/Tech/2014/1378 dated 24.06.2014. On the basis of this circular, Corporate Office, MGVL has further clarified vide letter No.2559 dated 01.10.2015 that agricultural use or non-agricultural use is related to the utility of the land but when network is to be extended away from the gamtal area or city area where normally infrastructure of DISCOM is not ready to cater prospective load. In such connections are to be released by recovering actual cost of such infrastructure with a ceiling of Rs.1 lac or KW based fixed charges whichever is higher. Hence, estimate issued is in order so in accordance to the above that the estimate was given to the party which has not been paid.

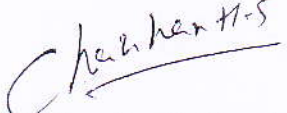
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that party does not intend to pay the estimate charges to party. He wants to avail lighting connection through CPS feeder by paying only fixed cost charges but here as per the directives of GERC & subsequent clarification vide this office letter No.2559 dated 01.10.2015 which is very clear that upto 3 KW outside gamtal load is to be given through nearby Ag feeder.

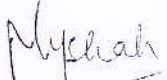
In view of the above discussion & provisions, norms of GERC, the Forum is of the opinion that the specific case of complainant Shri Navratbhai Chaturbhai Solanki where he has an objection to pay the estimate given to him for his 2 KW lighting connection demand. But in accordance to the directives of GERC are in order for this case.

ORDER

The Forum thus directs the complainant Shri Navratbhai Chaturbhai Solanki Lingda Bhalej Road, S No.380/1 Paiki 2, Common Plot, Aaryaj Farm, Near Khristipura Patiya, At & post : Aashipura, Tabe:Shankarpura, Tal: Umreth, Dist: Anand that estimate issued by Deputy Engineer, Umreth Rural s/dn of MGVL for 2 KW load demand of Rs.12875/- is in order.


(B J Upadhyay)
Technical Member


(Harsha S Chauhan)
Independent Member


(Smt Mala Y Shah)
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>

