

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ COLIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-II-32-2015.16
Complainant	Shri Yashwantbhai Chaturbhai Patel, At : Virol (So) Tal: Sojitra, Dist : Anand
Respondent	Shri Prafulbhai S. Vaja, Junior Engineer, MGVCL, Sojitra Sub-division
Date of hearing	09.10.2015 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 25.09.2015 regarding not to release new residential vij connection 1 Phase in Agri. line.

On 09.10.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Yashwantbhai Chaturbhai Patel, appeared on behalf of complainant whereas Shri Prafulbhai S. Vaja, Junior Engineer, Sojitra Sub-division appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. For new residential 1 phase connection, applied on 14/08/2013 and an estimated amount of Rs.3,720/- paid on 18/10/2013 vide receipt No.MZ-B-401443 but till today neither line is erected nor connection given instead fresh estimate of Rs.24,058/- issued on 25/09/2014. The complainant has taken objection for the same as he had already paid the estimate in the year 2013.
2. Requested the Forum for justice.

The complainant contended that he has his house in Agriculture land. He required 1 phase residential vij connection so he had submitted an application at Sojitra Sub-division on 14/08/2013. The Office had issued an estimate for Rs.3,720/- which was paid on 18/10/2013. He has personally visited office several times, but the authority has not taken any action to release the connection. The Officer was transferred and the newcomer has again issued an estimate of Rs.24,058/-. He requested that he has already paid the estimate in the year 2013, but the office has insisted to pay new estimate stating that the rules are changed and now instead of fix charges actual cost is liable to pay. The change of such rules is after payment of his estimate, so it is not applicable to him and requested the Forum to consider it and direct MGVCL to release the connection.

The Respondent contended that an application for 0.5 KW demand was received on 10/10/2013. The estimate of Rs.3,720/- (fix charges of Rs.3500/- + security deposit Rs.220/-) was paid by the applicant on 18/10/2013. The reason for not processing the application to release the connection is not traceable in the file. The connection was also not cancelled. The MGVCL has issued a Circular No.61 dtd.18/11/2014 wherein directed to recover actual cost with maximum sealing of Rs.1 Lakh. So accordingly, fresh estimate issued on 25/11/2014 involving 250 Mtr. AB cable from 11 KV Silvai Ag DOM Feeder and 30 mtrs service line. The revised estimate is not paid by the applicant, so the connection is not released.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as on the date of estimate issued and paid up the charges to recover for new connection was based on fixed charges. The subsequent change implemented by MGVCL is in November-2014. In instant case the complainant has paid an estimate in the Year 2013. MGVCL has not completed the work & to release the connection as per GERC's SOP. There is no other obstruction to implement it on the contrary the applicant frequently pursuing. This second estimate issued by MGVCL is not proper and complainant cannot be forced to pay 2nd estimate.

In view of the above discussion, the Forum is of the opinion that the MGVCL should give the connection as per the estimate paid on 18/10/2013.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to release the connection to Shri Yashwantbhai Chaturbhai Patel, At: Virol (So) Tal: Sojitra, Dist : Anand considering estimate paid on 18/10/2013.

(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>