



MADHYA GUJARAT VIJ COMPANY LIMITED

Consumer Grievances Redressal Forum

Reg. Office: Sardar Patel Vidhyut Bhavan, Race Course, Vadodara-390 007.

CIN No. U40102GJ2003SGC042907

Phone No. (D) 0265-2330635, Fax No. 0265-2337918/ 2338164

Web site: www.mgvcl.com

E-mail: serc.mgvcl@gebmail.com

Ref No. MGVCL/RA&CForum/Hearing/AGD/129

Date : 18/3/2025

Complain No. MG-IV-43-2024-25

To

Shri Amishbhai Gordhanbhai Dalwadi

L S No.2351, Bakrol Vadtal Road

OPP: Bakrol Gate, Near Sansukruti Park

Village : Bakrol, Tal Dist: Anand

Sub: Your grievances regarding reconnection of residential & commercial lighting connection in the name of Shri Sankadchand Shivabhai Dalwadi, Vidhyanagar, consumer No. 01206/00808/3, 01206/03639/7

Ref: Your application dated 27.02.2025

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


(S K Nair)
Convener

Encl: As above

cfwcs along with order to:

ETA to MD MGVCL Corp Office, Vadodara

C E (T&O) MGVCL Corp Office, Vadodara

copy to:

SE (City) / (O&M) MGVCL - CO Anand

EE (O&M) MGVCL DO Anand (City)

D E MGVCL VV nagar s/dn

--He is requested to submit Action Taken Report within 7 days from the date of issue of this letter.

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

Complaint No.	MG-IV-43-2024-25
Complainant	Shri Amishbhai Gordhanbhai Dalwadi, L S No.2351, Bakrol Vadtal Road, OPP: Bakrol Gate, Near Sansukruti Park, Village : Bakrol, Tal Dist: Anand

Corrigendum in the CGRF order No. 429 dtd 18.03.2025 is as under.

In the above order, at all the places the consumer Number of the electricity connections in the premises shall be read as under,

1. Commercial Connections in the name of Shri Gordhanbhai Sankadchand Dalwadi bearing Consumer No. 01206036397
2. Residential Connection in the name of Shri Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206'008083


(P C Patel)
Technical Member


(S P Trivedi)
Chairperson

Date : 18.03.2025
Place : Vadodara

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2019 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**

Complaint No.	MG-IV-43-2024-25
Complainant	Shri Amishbhai Gordhanbhai Dalwadi, L S No.2351, Bakrol Vadtal Road, OPP: Bakrol Gate, Near Sansukruti Park, Village : Bakrol, Tal Dist: Anand
Respondent	Shri K.S. Vankar, Deputy Engineer V.V. Nagar Subdivision
Date of hearing	07.03.2025 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Shri S P Trivedi, Vadodara
Technical Member	Shri P C Patel, ACE (RA&C) MGVCL Vadodara

The complaint dated 27/02/2025 regarding Reconnection of electricity connection in the name of Shri Sankadchand Shivabhai Dalwadi, Vidhyanagar, Consumer No. 01206/03639/7 in the L S No.2351, Bakrol Vadtal Road, OPP: Bakrol Gate, Near Sansukruti Park, Village : Bakrol, Tal Dist: Anand

1.0 On 07.03.2025, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Amishbhai Gordhanbhai Dalwadi and Shri Gordhanbhai Sankadchand Dalwadi appeared on behalf of the complainant whereas Shri K.S. Vankar, Deputy Engineer V.V. Nagar Subdivision appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under -

2.1 Commercial Connection in the name of Shri Gordhanbhai Sankadchand Dalwadi bearing Consumer No. 012066008083 and Residential Connection in the name of Shri Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206036397 were existing in the complainant's premises at village Bakrol under Anand Nagarpalika, District Anand, under V.V. Nagar S/Dn.

2.2 The meters of above connections were removed by V.V. Nagar S/Dn on 29.01.2025 based on application of Shri Jaiprakash Vaghjibhai Patel and



Shri Aakash Jaiprakash Patel stating that Shri Gordhanbhai Sankadchand Dalwadi has illegally occupied the premises.

- 2.3 The complainants approached Hon'ble High Court of Gujarat for reconnection of electric power supply through R/Special Civil Application No. 1917 of 2025. In the matter, legal counsel for the complainant sought permission to approach CGRF under the Act.
- 2.4 Hon'ble High Court of Gujarat vide Oral Order dated 17.02.2025 has granted permission to the complainant to approach CGRF.
- 2.5 Accordingly, the complainant has approached CGRF for restoration of power supply.

3.0 The complainant has submitted as under -

- 3.1 The Commercial Connections in the name of Shri Gordhanbhai Sankadchand Dalwadi bearing Consumer No. 012066008083 and Residential Connection in the name of Shri Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206036397 have been disconnected on 29.01.2025.
- 3.2 They had approached MGVCCL's V.V. Nagar S/Dn for restoration of power supply and submitted their written application on 30.01.2025.
- 3.3 Respondent Company vide letter No. 410 dated 1.02.2025 has conveyed that as per the documents submitted by Shri Jaiprakash Vaghjibhai Patel and Shri Akash Jaiprakash Patel, the ownership of the premises belongs to them and therefore the electric connections have been disconnected.
- 3.4 Section 56 of the Electricity Act. 2003 prescribes specific conditions under which an electricity connection can be legally disconnected. Particularly in cases of non-payment or dues. However, in the facts of the present case, where the Petitioner has been regularly paying electricity bills and there are no outstanding dues, Therefore, the



disconnection is entirely illegal, arbitrary, and beyond the statutory powers of the Respondent Company.

3.5 The continued deprivation of electricity supply is causing immense hardship to the Petitioner and his family, particularly his minor child and senior citizen parents. Given the essential nature of electricity for daily living, its disconnection has resulted in grave inconvenience, constituting an irreparable injury that necessitates immediate judicial intervention.

3.6 Aggrieved by the action of the Respondent MGVCL, they approached Hon'ble High Court of Gujarat for reconnection of electric power supply through R/Special Civil Application No. 1917 of 2025. Hon'ble High Court of Gujarat vide Oral Order dated 17.02.2025 granted permission to approach CGRF and accordingly, they approached CGRF for restoration of power supply.

3.7 During hearing, they referred copies of the electricity bills paid by them since Year 1985-86 and submitted that they are facing hardships due to illegal disconnection of power supply as elder parents as well as minor child are residing in this premises.

3.8 The complainant prayed to direct the Respondent Company to restore the electricity connection at the premises of the complainant immediately.

4.0 The respondent contended that -

4.1 There were Commercial Connection in the name of Shri Gordhanbhai Sankadchand Dalwadi bearing Consumer No. 012066008083 and Residential Connection in the name of Shri Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206036397 in the complainant's premises at village Bakrol under Anand Nagarpalika, District Anand, under VV Nagar S/Dn.

4.2 They have received application from Shri Aakash Jaiprakash Patel stating that both the electric connections in the names of the complainant are



illegal and has provided supporting documents viz. land grabbing order, copy of 7-12 utara, B.A premium paid receipt, B.A order copy, electricity bill.

- 4.3 As per the Property Card of City Survey dated 28.01.2025, the ownership of Survey No. 2351 is of Shri Jaiprakash Vaghjibhai Patel and Shri Aakash Jaiprakash Patel.
- 4.4 Looking to the documentary evidences, the ownership of the premises is of Shri Jaiprakash Vaghjibhai Patel and Shri Aakash Jaiprakash Patel and hence disconnection order was issued on 29.01.2025.
- 4.5 Accordingly, the meters of above connections were temporarily disconnected by V.V. Nagar S/Dn on 29.01.2025.
- 4.6 Thereafter, Shri Amishbhai Gordhanbhai Dalwadi vide application dated 30.01.2025 has represented for reconnection of both their electric connection and had provided documents viz. Property Tax bill of Anand Nagarpalika, copy of Conditional Sale Deed of Survey No. 2351
- 4.7 The ownership of the premises cannot be established based on the documents submitted by Shri Amishbhai Gordhanbhai Dalwadi and hence the electricity connections were not reconnected.
- 4.8 Vide letter No.410 dated 1.02.2025, the complainant was informed to provide NOC of the land owner or order of Competent Authority to reconnect the power supply.
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and considering them in detail, findings are as under:
- 5.1 The Commercial Connections in the name of Shri Gordhanbhai Sankadchand Dalwadi bearing Consumer No. 012066008083 and Residential Connection in the name of Shri Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206036397 were existing in the premises.



5.2 As per the Property Tax assessment receipt of Anand Nagarpalika, the possession of the premises is with the complainant. Accordingly, the complainant is occupier of the premises.

5.3 There is no document submitted regarding outstanding dues in the premises.

5.4 The relevant provisions of Supply Code GERC 2015 provides as under:

Clause No. 8.3 (1)

"The supply may be disconnected temporarily in following cases:

(I) On non-payment of the licensee's dues: The licensee may issue a disconnection notice in writing, as per Section 56 of the Act, to any consumer who defaults on his payment of dues, after giving him a notice period of 15 working days to pay the dues. Such notice can be embedded in the energy bill also. Thereafter, the licensee may disconnect the consumer's installation on expiry of the said notice period by removing the service line/meter as the licensee may deem fit;....."

Disconnection on consumer's request

8.7 In case a consumer desires his connection to be permanently disconnected, he shall apply for the same. The licensee shall give a written acknowledgment of receipt of such request, on the spot.

In the present case, disconnection is not requested by the consumer.

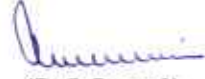
5.5 The Respondent Company has proceeded to disconnect the power supply without following the provisions of GERC Supply Code-2015.

ORDER

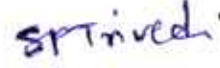
6.0 The prayer of the complainant Shri Amishbhai Gordhanbhai Dalwadi, L S No.2351, Bakrol Vadtal Road, OPP: Bakrol Gate, Near Sansukruti Park, Village : Bakrol, Tal Dist: Anand to reconnect power supply to their residential premises has been considered. Accordingly, Respondent MGVCCL may reconnect



residential purpose electricity connection in the name of Sankadchand Shivabhai Dalwadi bearing Consumer No. 01206036397 within seven days immediately.



(P C Patel)
Technical Member



(S P Trivedi)
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, Ground Floor & First Floor, CMIS Building Telephone Exchange, Bimanagar, Jeevandham Road, Ahmedabad 380015, in accordance with Clause No.3.19 (viii) of GERC Notification No.2 of 2019.

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

