

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, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                        |
|-----------------|----------------------------------------------------------------------------------------|
| Complaint No.   | MG-IV-38-2024-25                                                                       |
| Complainant     | M/s. Nagami Nicotine P Ltd., Shed No.C1B-43/2, G I D C Nandesari, Tal & Dist: Vadodara |
| Respondent      | Deputy Engineer, Nandesari Sub-Division, MGVL                                          |
| Date of hearing | 07.03.2025 at MGVL Corporate Office, Vadodara                                          |

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

The complaint dated 01.03.2025 regarding review order of C G R F dated 05.02.2025 - release of new LT connection of 3 KW.

1.0 On 07.03.2025, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Maqsood Saiyed along with Shri G.R. Darji appeared on behalf of complainant M/s. Nagami Nicotine P Ltd. whereas Shri J.B. Pathak, Deputy Engineer 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 M/s Nagami Nicotine Pvt. Ltd. has registered an application for new 3 KW NRGP at Plot No.C1B, 42/3, GIDC Industrial Estate, Nandesari, Tal & Dist: Vadodara.

2.2 The complainant has paid an amount of Rs. 11,395.60 on 18.12.2023, on-line on MGVL's Portal, towards charges for the new connection under pre-paid mode.

2.3 During survey at site it was observed that a connection in the name of Ms Rang Converter was existing in the said premises. As per record this connection was released on 11.09.2017. Therefore, the new connection



in the name of Ms Nagami Nicotine Pvt Ltd. was not approved by MGVL Nandesari Sub-Division.

2.4 Aggrieved by the non grant of connection, Ms Nagami Nicotine Pvt. Ltd. filed grievance before CGRF, MGVL, Vadodara.

2.5 The matter was heard on 29.01.2025 and CGRF vide letter dated 5.02.2025 has passed the Order as under:

**"ORDER**

*6.0 The Forum has come to the conclusion that -*

*6.1 The application of M/s Nagami Nicotine Pvt. Ltd. for 3 KW new connection in the GIDC Plot No. CIB 42/3, Nandesari is not considered by Respondent MGVL due to existence of electric connection in the name of M/s Rang Converters bearing Conn. No. 51212/02431/8 in the same premises is in order.*

*6.2 The prayer of the complainant for reimbursement of damages, cost for losses incurred by them due to refusal of connection by MGVL and recognition of their lawful ownership of the premises cannot be considered.*

*6.3 Respondent MGVL shall take necessary action in accordance with Clause 8.4 of the GERC Supply Code-2015 in regards to the Temporary Disconnection of Conn. No. 51212/02431/8 in the name of M/s Rang Converters, in the GIDC Plot No. CIB 42/3, Nandesari."*

2.6 Aggrieved by the Order dated 05.02.2025, the applicant filed a Review before CGRF under Clause 2.64 to 2.68 of the Consumer Grievance Redressal Forum & Ombudsman Regulation 2019.

3.0 The representative of the complainant contended that -

3.1 The complainant reiterated the submissions which were made in the earlier grievance dated 17.01.2025.



3.2 It is also submitted that the Respondent has carried out Temporary Disconnection of the electricity connection of Ms Rang Converters as per Clause No. 8.3 of GERC Supply Code-2015 and thereafter as per Clause 8.4, the licensee must issue a notice to resolve the cause of

disconnection within 180 days failing which permanent disconnection follows. Accordingly, the connection stands permanently disconnected on 9.08.2024.

3.3 It was also submitted that the amount of estimate paid online for connection in the name of Nagami Nicotine Pvt Ltd. is yet not refunded, however they have not requested for refund and is seeking release of new connection against the estimate paid.

3.4 The complainant has not submitted any new document in support of the Review filed.

3.5 The complainant has prayed to -

- (i) Revoke the current order and issued revised directive ensuring immediate release of their pending electricity connection.
- (ii) Impose necessary penalties on the Respondent
- (iii) Provide certified copies of all relevant records and compliance documents

4.0 The respondent contended that -

4.1 The legal ownership / occupancy of the property is under dispute between the occupier M/s Rang Converters and the complainant M/s Nagami Nicotine Pvt Ltd. Hence, Final Notice has been issued to M/s Rang Converters to submit final name transfer certificate from GIDC in their name within 10 days failing which the connection of M/s Rang Converters to be made PDC.

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 Provision in CGRF Regulation 2019 of GERC related to Review of CGRF Order is as under:

*"Review of Order*

*2.64. Any person may file an application for review of order before the Forum, on ground of discovery of new and important matter or evidence*



which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed or on account of some mistake or error apparent on the face of the record, within thirty (30) days of the date of the order, as the case may be.

2.65 The applicant shall in the application for such review clearly state the matter or evidence which, after the exercise of due diligence, was not within his knowledge or could not be produced by him at the time when the order was passed or the mistake or error apparent on the face of the record. The application shall be accompanied by such documents, supporting data and statements to substantiate such review.

2.66. When it appears to the Forum that there is no sufficient ground for review, the Forum shall reject such review application:

Provided that no application shall be rejected unless the applicant has been given an opportunity of being heard.

2.67. When the Forum is of the opinion that the review application should be granted, it shall grant the same provided that no such application will be granted without previous notice to the opposite side or party to enable him to appear and to be heard.

5.2 The complainant has not produced any new and important matter or evidence to substantiate the review of CGRF order.

5.3 The Forum does not find any sufficient ground for review of the Order dated 05.02.2025.

### ORDER

6.0 The Forum has come to the conclusion that -

6.1 The Review application dated 1.03.2025 does not meet the requirement necessary for Review as per GERC CGRF Regulation-2019.

6.2 The Review application is rejected.



(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

