

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-III-26-2016-17
Complainant	Shri Jayeshbhai Vishnubhai Desai, 10, Ramkunj Society, OPP: Swaminarayan Mandir, College Road Nadiad (Kheda)
Respondent	Shri M K Dalwadi, Deputy Engineer of Chaklasi s/dn of MGVCL.
Date of hearing	30.12.2016 at Vadodara

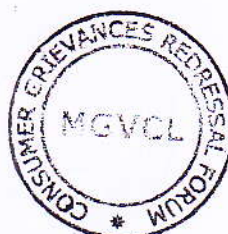
QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated 06.12.2016 regarding new residence vij connection for 24 hours supply.

1:0 On 30.12.2016, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbhai Patel representative of complainant, appeared on behalf of complainant Shri Jayeshbhai Vishnubhai Desai whereas Shri M K Dalwadi, Deputy Engineer of Chaklasi s/dn of MGVCL 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 The complainant Shri Jayeshbhai Vishnubhai Desai had applied for 10 KW residential connection under RGPR on 19.03.2016. Premises in question is 480 metres from R&B road, the said land is NA and surrounding land are of agricultural. As per the prevailing rules, party was asked to submit his written consent for availing 3 kW for RL category and that too from Ag DOM feeder.



2.2 Since the complainant did not submit written consent till 90 days for getting connection as said in 2.1, Chaklasi s/dn office framed the TS without consent of the applicant vide letter No.3487 dated 04.07.2016 and conveyed the same to the party accordingly.

3.0 The representative of the complainant contended that, though party has demanded 10 KW residential vij connection in NA land to get supply from CPS feeder, MGVCL did not give same but granted 3 KW load from Agricultural feeder by issuing firm quotation of Rs.1,02,048/- which was paid by applicant under objection and approached to Forum for getting the natural justice.

Complainant submitted fact that he was put unnecessarily into the problem for not giving 10 KW load connection from CPS feeder by the Company though applicant was ready to pay full line charges for getting his connection.

4.0 In Complaint Redressal Committee (CRC) at Nadiad and ordered on 20/7/2016 that Deputy Engineer & Executive Engineer Nadiad City dn., should carry out joint survey of the location and further action may be taken as per company's rules.

5.0 Respondent further contended that a proposal after joint survey was framed, application was for single phase 3 KW from agricultural feeder & 10 KW from industrial feeder but there is a provision in circular that, if the distance of location from main road is more than 400 metres, so the proposal was submitted to corporate office for approval. From-where, vide letter No.2854 dated 07.11.16 approval for 3 KW load demand due to constraints of SDT was given. Hence, procedure was done in accordance with the directives given in TS.

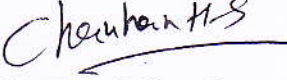
6.0 The Forum Members present at the hearing, heard the argument of both the petitioner and respondent in detail considered contention of both the parties and perused the records and observed that since complainant has given written consent in his submission at point No.7 that, he is ready to pay estimate charges for getting 10 KW supply from CPS feeder. Hence, it is of the

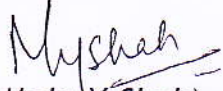


opinion that complainant is ready to pay full estimated cost then MGVL should not have any objection for giving connection by recovering full cost.

ORDER

The Forum orders the Madhya Gujarat Viji Co Limited to process for 10 KW load under RGPR category connection as demanded by complainant Shri Jayeshbhai Vishnubhai Desai, 10, Ramkunj Society, OPP: Swaminarayan Mandir, College Road, Nadiad (Kheda), by recovering full cost as per his consent at the earliest by observing all rules of the MGVL viz proposal, Technical Sanction etc.,


(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>

