

**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-103-2014.15
Complainant	Shri Rupabhai Bhagwanbhai Machhi, At & Post : Nana Rajanpur, Tal: Kadana, Dist : Mahisagar
Respondent	Shri K N Kamol, Junior Engineer of Santrampur s/dn of MGVCCL.
Date of hearing	23.01.2015 at Anand

QUORUM	NAME
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCCL

The complaint dated 18.12.2014 regarding agricultural vij connection through irrigation system of Mahi River.

On 23.01.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Natubhai Rupabhai Machhi son of complainant Shri Rupabhai B Machhi appeared whereas Shri K N Kamol, Junior Engineer of Santrampur s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant had registered his application for availing 15 HP agricultural connection on dated 07.12.2012 to Santrampur s/dn by paying registration charges of Rs.200/-.
2. Thereafter, estimate was issued on 14.02.2014 and same was paid by the complainant on 19.02.2014
3. An agreement was executed on 19.02.2014.
4. The line work was completed in the month of June 2014. TMN was issued by MGVCCL Santrampur s/dn vide letter No.1989 dated 31.07.2014.
5. While scrutinizing the case file, it is found that lift irrigation is not entitled to single applicant so release order was not issued by division office MGVCCL and hence connection was not released.

The representative of the complainant contended that he has timely paid estimate charges and submitted all documents in time for his requirement of new

agricultural connection to lift water from Mahi river for irrigation purpose and GUVNL circular No.580 dated 02.01.2014 issued thereafter regarding lift irrigation to single applicant is not allowed. As he has processed all formalities before issue of this circular, he should be given agricultural connection. He has also represented that he has made expenditure towards construction of room, purchase of motor and pipeline distribution for drip irrigation. He has also obtained consent for lift irrigation from Superintending Engineer, Panam Yojana, Godhra for five years. The complainant expressed his willingness to do boring in same survey number and requested to allow connection for agriculture purpose.

The respondent contended that due to heavy workload, the circular No: 580 issued at the time of issue of estimate could not notice. Therefore, the estimate amount was accepted by their office, but subsequently it was noticed that as per rules single applicant is not allowed to give electric connection to lift irrigation from Mahi river. For the said reason, his office is unable to release the connection without permission of their higher authority.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the Circular No: 580 dated 2/1/2014 issued before issue of an estimate dated 14/2/2014. The complainant paid an estimate issued by MGVCCL and also made expenditure as per requirement to obtain electrical connection. MGVCCL has completed electrical line work and issued TMN (2 month notice). The complainant has submitted test report also, in such event if connection could not be released based on the policy matter, then the request of applicant can be allowed to do tube well in same survey No. and to give connection. It will be a natural justice also on both sides and can be considered as special case.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to review the case considering the field reality and release the connection provided the applicant Shri Rupabhai D. Machhi prepared the bore in same survey number and submit all relevant documents in this regards as per rule. The action taken by MGVCCL should be reported to the Forum.

(A G Shah)
Technical Member

(Harsha S Chauhan)
Independent Member

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>