

**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**

|                 |                                                                                                                                           |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-II-24-2015.16                                                                                      |
| Complainant     | M/s. Super Quarry Works, At : Timba Road, Tal:<br>Savli, Dist: Vadodara                                                                   |
| Respondent      | Shri D N Yadav, Deputy Engineer Savli s/dn and<br>Incharge of Desar s/dn and Shri S I Solanki, Junior<br>Engineer of Desar s/dn of MGVCL. |
| Date of hearing | 17.07.2015 at Vadodara & 31.07.2015 at Godhra                                                                                             |

| QUORUM             | NAME                        |
|--------------------|-----------------------------|
| Chairperson        | Shri P J Patel, Gandhinagar |
| Independent Member | Harsha S Chauhan, Vadodara  |
| Technical Member   | Shri A G Shah, MGVCL        |

The complaint dated 10.06.2015 regarding industrial connection wrongly connected agricultural feeder.

On 17.07.2015 at Vadodara & 31.07.2015 at Godhra, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri V R Kapoor representative appeared on behalf of M/s. Super Quarry Works, whereas Shri D N Yadav, Deputy Engineer Savli s/dn and Incharge of Desar s/dn and Shri S I Solanki, Junior Engineer of Desar s/dn 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. The existing connection bearing consumer No.09105/00430/6 for 0.5 KW lighting single phase connection and another connection bearing consumerNo.09105/00873/5 for 6 KW lighting three phase connection.
2. The above connections were released on 20.02.2008 having contract load demand of 6 KW.
3. Though the demand was for industrial connection, the connection was released on agricultural feeder.
4. Agricultural feeder having 3 phase power supply only for 6 to 8 hours. Sometimes, three phase connection power supply required for dewatering purpose for the remaining period of 8 hours power supply to agricultural consumers. Therefore, on dated 29.07.2013, the complainant had applied for 24 hours power supply.

5. There is no response from the MGVCL. Therefore, approached to the Forum to give justice in the matter as he has demanded and approved as industrial connection and regularly paying under industrial tariff.

The representative of the complainant contended that the MGVCL had given power supply from wrong feeder. Instead of 24 hours power supply line i.e. industrial feeder, the JGY feeder etc, it was connected on limited hours 3 phase power supply agricultural feeder. Initially, the quantum of work was less so 8 hours power supply was adequate managed the works accordingly. Now, we require 24 hours power supply being industrial consumer and since release of connection regularly paying the energy bills under industrial tariff. We have applied for the same on dated 29.07.2013 at MGVCL Desai s/dn. Till date, there is no response to give 24 hours power supply to our works. While personal inquiry to the s/dn, it was informed that the proposal is prepared and sent to division office for an approval as soon as we receive approval connection for 24 hours feeder will be released. He has informed that there is JGY feeder near to their location from-where 24 hours power supply can be given. Requested the Forum to give justice.

The respondent contended that for new connection application was received on dated 30.11.2007 and released on 20.02.2008. The connection given from nearby 11 kV Varsada agricultural feeder. Consumer original file is not traceable; hence, the reason for giving industrial connection power from agricultural feeder could not be traced out. But it is presumed that there was no nearby 24 hours feeder available. So with the consent of consumer, the power supply may be given from agricultural feeder. After lapse of about more than 5 years, the consumer had applied for 24 hours power supply requirement on dated 29.07.2013. In his application, he is ready to pay estimate to get 24 hours power supply. Accordingly, the proposal was prepared and sent to their division office on dated 27.08.2013. It was proposed to give 24 hours power supply from nearby Vejpur JGY feeder by laying 510 metres HT line and 10 KVA transformer, estimate total cost Rs.2,11,705/-. Upon inquiry that their proposal was not traceable so again sent to division office vide letter No.DSR/Tech/14/2584 dated 31.07.2014. It is referred to Circle office vide letter No.BD/DE Tech-2/14/8709 dated 22.07.2014. The circle office has raised quarry vide their letter No.BC/Tech/DE1/5760 dated 26.08.2014> He also presumed that other than JGY feeder, there is Ashok Industrial feeder at 1.5 KM away.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that :

1. Original consumer file is not traceable either at s/dn or division. Therefore, the cause of release of the connection on agricultural feeder could not be traced out. The implementation of fixed charge for new connection is implemented from 01.01.2011. The consumer has paid estimate charge of Rs.49655/- including service connection charge, Security Deposit and agreement fee and paid on dated 11.01.2008. The connection released on dated 20.02.2008.
2. The connection was released on 11 KV Varsada agricultural feeder.

3. Consumer being industrial connection entitled for 24 hours x 7 power supply. However, the complainant has not raised any question till his application dated 29.07.2013.
4. It is also presumed that in absence of nearby 24 hours feeder the connection may have been released with the consent of the consumer on nearby agricultural feeder. Old data about the event are not available.
5. As on today also, industrial feeder is at a distance of about 1.5 Kms whereas JGY feeder is about 0.5 Kms away.
6. As per Government of Gujarat Resolution, while laying of JGY feeder, it was exclusively to cater the power supply within the revenue area of villages.
7. After receipt of application for 24 hours power supply on dated 29.07.2013, concerned s/dn office has processed it and sent the proposal on dated 27.08.2013 to their division office which is till today pending for one or more reasons. S/dn has proposed to give power supply from nearby Vejpur JGY feeder with the estimate of Rs.2,11,705/-.

In view of the above discussion, the Forum is of the opinion that the proposal is already in the process to fulfill the present requirement of the complainant, it should be processed immediately.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to give 24 hours x 7 power supply for the industrial connection to complainant M/s. Super Quarry Works, At : Timba Road, Tal: Savli, Dist: Vadodara.

**(A G Shah)**  
**Technical Member**

**(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>