

**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-37-2015.16
Complainant	Vimalaben Rambhai Patel, At & Post : Khada, Tal: Tarapur, Dist : Anand
Respondent	Shri M V Chauhan, Deputy Engineer, Tarapur s/dn of MGVCL.
Date of hearing	30.10.2015 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri P K Agrawal, MGVCL Vadodara

The email complaint dated 27.10.2015 regarding delay to get agricultural connection.

On 30.10.2015, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Vimalaben Rambhai Patel appeared herself along with her husband and son whereas Shri M V Chauhan, Deputy Engineer, Tarapur 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 complainant has applied for new agricultural vij connection on dated 07.03.2014 in Survey No.595 Village : Khada, Tal: Tarapur, Dist : Anand
2. The complainant has frequently visited Tarapura s/dn & Petlad Division of MGVCL but nobody has given proper reply, on the contrary every time they demand new documents.
3. Almost 20 months passed since applied but there is no action on the part of MGVCL to give agricultural vij connection.

The complainant contended that she had applied for agricultural vij connection on survey No.595 paiki on 07.03.2014 for the 7.5 HP load. Since then there is no response from the MGVCL even after her frequent visit and submission of documents as asked by s/dn office of MGVCL. Survey No.595 paiki is already divided amongst three owners vice Khata No.414, 434 & 558. Her Khata number is 414. MGVCL has pointed out that there is existing connection in survey No.595 paiki in the name of Shri Suryakant Patel so another connection in same survey number cannot be given as per rules. In lieu of that she informed that the survey no.595 paiki is divided amongst three owners and wherein in her Khata No.414 having no connection exists. She has submitted land record 7/12 utara, 8A and DLR sheet. Requested the Forum to give justice.

The respondent contended that the application is registered for new agricultural vij connection at survey No.595 paiki on dated 07.03.2014. At the time of survey and checking of records for existing connection in that area and found that one connection

having load of 7.5 HP exists in the name of Shri Suryakant Chaturbhai Patel in survey no.595 paiki. Notice issued to the applicant on dated 13.04.2015. In response to that, complainant has shown that survey No.595 paiki is already divided amongst three owners long back (before purchase of that land by them). As per GUVNL guidelines No.410 dated 01.03.2014 of MGVL in case of division of land and only khata numbers entry in land record and no fresh survey number issued by the Government, in that case, ownership of the land should be clarified based on DLR sheet. DLR sheet submitted by the applicant is checked and found that instead of survey No.595 paiki, it is shown as 464 paiki. It is also noted in same DLR sheet that land survey No.595 paiki and new survey number is 464 paiki are same. Due to ambiguity in survey number and its adjacent survey nos compared to old Tikamap of 595 paiki, the ownership of the complainant Vimalaben Patel at physical land survey cannot be traced out so final decision could not be taken so requested proper guidelines from their higher authorities.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that existing vij connection is in the name of Shri Suryakant C Patel in survey No.595 paiki having Khata No.431. The complainant's survey number is 595 paiki having Khata Number is 414 i.e. the ownership of both areas of same survey number are different. For further confirmation, the MGVL has asked for DLR sheet, which was submitted by the applicant in which instead of survey No.595 paiki, it is mentioned as 464 paiki with the footnote that "land survey No.595 paiki whereas new survey number of same land is 464 paiki." Due to recent change of survey number, new survey numbers are not reflected in land record of 7/12 utaras, 8A.

For further verification, a punchkya signed by concern Talati dated 07.11.2015 taken with consideration. Also saledeed of Survey No.595 paiki / Khata No.414 checked by s/dn officer for division of land (Different Khata Number) before purchase of the land by the complainant. It is also noted that the existing vij connection in the name of Shri Suryakant Patel is not in the land owned by the complainant.

Considering the above facts, the Forum is of the opinion that the area in which the complainant proves her ownership having no other vij connection exists so she eligible to get new connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process the application for new vij connection to complainant Smt Vimalaben Rambhai Patel, At & Post : Khada, Tal: Tarapur, Dist : Anand.

(P K Agrawal)
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>