

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-I-3-2017-18
Complainant	Yakub Yusuf Bhatuk, Near Kundla Bus Stand, Post : Sampa, Tal & Dist: Godhra
Respondent	Shri T C Vyas, Deputy Engineer, Godhra Rural of MGVCL
Date of hearing	21.04.2017 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay ACE (RA&C) MGVCL Vadodara

The complaint dated 30.03.2017 regarding not getting agricultural connection in survey No.467 at village Sampa Kundla, Dist: Godhra.

1.0 On 21.04.2017, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Yakub Yusuf Bhatuk appeared himself as complainant whereas Shri T C Vyas, Deputy Engineer, Godhra Rural 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 had applied for agricultural connection in Nov 2014 in survey No.467 at village Sampa Kundla, Dist:-Godhra but due to reason stated by MGVCL that since there was no separation or compound/boundary wall in between the two premises survey No.467 & 468, the exact point of supply could not be ascertained hence party is not given agricultural connection this is what his grievances is.

3.0 The complainant contended that in the year 2012 at survey No.468 he had applied for industrial connection for flour mill which was released in 2012. Subsequently, on dated 17.11.2014 the same complainant had applied for agricultural power connection LS no.467 which is adjacent to survey No.468 where his earlier flour mill connection exists. At the time of survey, it was observed from the field situation that it was very difficult to differentiate these two survey nos.467 & 468 hence, on the field it appeared as if single premises. Therefore, considering the rules that, no two different connections with two different tariffs can be given on single premises hence, he is not given agricultural connection.

4.0 The respondent contended in detail with all documents before the Forum and explained that during survey of the premises it was found very difficult to demarcate two different revenue numbers physically. Infact, he had tried to get

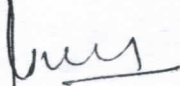


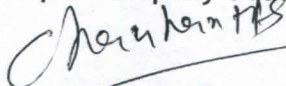
Tika map from the Revenue Department for exact demarcation between two survey Nos.467 & 468 which are under question. He has also approached to the various authorities in Revenue Department to get the map and possible details to get demarcation. But he could not avail the same for getting exact demarcation of these two survey numbers. Therefore, he could not process other connection in the same premises. EE (O&M) Godhra has also referred this case to get the exact area of the 2 survey numbers for which he pursued to get their copy of 7/12 utara, 6A land measurement from DLR officers and survey from Talati that there is enough water in the bore. But till date, this clarification is yet not received so application could not be possible to process further. Respondent also confirmed before the committee that if, required documents are submitted by the party and arrange for joint survey of the premises alongwith the representative from Revenue Department then exact entity of the premises can be defined. If these two survey numbers are found different and if separated by boundary wall physically then, his agricultural connection application can be processed.

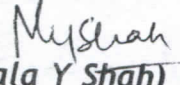
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that appreciated efforts for maximum possible cooperation which can be given to the consumer but due to lack of certain documents from Revenue Department same could not be done.

ORDER

The Forum directs the complainant Yakub Yusuf Bhatuk, Near Kundla Bus Stand, Post : Sampa, Tal & Dist: Godhra, to submit required documents alongwith exact map showing exact demarcation of both survey numbers to establish their entity separately and provide boundary wall between two survey numbers. After satisfying all documents & requirements of the physical site situation, Deputy Engineer Godhra is directed to process his application as per company's rules.


(B. J. Upadhyay)
Technical Member


(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/Consumer%20Grievances/Procedure/Procedure.pdf>

