

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-III-45-09.10
Complainant	M/s. Shiv Shakti Saw Mills, C/o Radhaben C Patel, Near Loteswar Mahadev, Anand.
Respondent	Shri B S Prajapati, DE Shastri s/dn MGVCL Anand.
Date of hearing	30.12.2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 23.11.09 for providing reconnection of old Permanently Disconnected Connection (PDC).

Today on 30.12.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Smt Radhaben C Patel, appeared on behalf of M/s. Shiv Shakti Saw Mills, whereas Shri B S Prajapati, DE Shastri s/dn of Anand appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

The complainant was having an old connection bearing con No.00117/50041/0 of 26 HP for a Saw Mill with Anand Electric Company. It was taken over by GEB in 1975 and by MGVCL on 1.4.2005. There was an outstanding arrears of Rs.13150/- in Nov-2005. As such, the connection was permanently disconnected in 2006. The case of recovery was put up before Lok Adalat held on 30.09.2006 and in compliance of its order, the complainant paid the full amount of arrears in instalments. The complainant expected that the old connection would be restored after the full payment of arrears. But as per rules of MGVCL, after the lapse of six months after PDC, a fresh application with all the necessary documents is required to be made by the complainant. Aggrieved by this situation, the complainant has filed a complaint before this Forum for its redressal.

Smt Radhaben C Patel who appeared on behalf of M/s. Shiv Shakti Saw Mills contended that her husband and father in law have expired and now she has a widow wants to start saw mill to earn livelihood. She is not in a position to run from place to place to collect the various documents required to make a fresh application. She prayed that the old connection should be restored without any procedural hassles.

The Respondent Shri B S Prajapati, DE MGVCL contended that as per the rule of MGVCL he can not restore the old PDC connection after lapse of over

six months. He suggested that a fresh application for a new connection has to be made with various necessary documents from landlord, municipality, Forest and others. He offered to provide all the help and assistance for providing the new connection.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The complainant has paid the full amount of arrears and therefore she is entitled to a reconnection. However, since more than six months have lapsed since the PDC was made a fresh application is required to be made by the complainant as per the prevailing rules of MGVCL. The complainant being a widow, the Forum members have all the sympathy and desire that a new connection be released as soon as possible with minimum of hassles to the complainant.

In view of the above discussion, the Forum is of the opinion that a new connection should be released with full sympathy to the complainant being a widow, after fulfilling procedures.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to provide new connection to the complainant after ensuring procedure.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 in accordance with Chapter-5, Clause No.13 of GERC Notification No.4 of 2005.

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>