

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-51-2010.11
Complainant	Shri Babubhai M Rathod at At : Ravodawat Post : Pipalia, Tal: Kathlal, Dist : Kheda
Respondent	Shri K M Soni DE Kathlal s/dn of MGVCL
Date of hearing	31.12.2010

QUORUM	NAME
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 07.12.2010 against agricultural connection.

Today on 31.12.2010, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Babubhai M Rathod, appeared himself, whereas Shri K M Soni DE Kathlal s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. Shri Malaji Jenaji Rathod having Ag-12 consumer No.01802001883 had dry well and hence was not in operation since long.
2. MGVCL gave notice for PDC and raised bill amounting to Rs.19600/ Plus Rs.200/ penalty Plus Rs.30/ notice charge.
3. The consumer had paid s.19830/ vide MR No.39892 dated 29.08.2005.
4. Because of non-availability of water, the consumer had submitted application to install meter for which all formalities were done.
5. After 4 to 5 days, wireman fitted meter on the terminal box of the bore and conveyed that he would bring service wire within 2 to 3 days and connect the supply.
6. Nobody brought service wire but after 20 days or so, people came from Mehmabad division and had taken back the meter.
7. Kathlal s/dn raised the bill of Rs.15247.89 upto Feb 06 on 28.03.2008.
8. Checking squad from Mehmabad division visited site on 22.11.07 and put remarks : a) no meter at site and (b) load test can not be taken as electric supply is disconnected.
9. EE of Mehmabad vide letter No.198 dated 9.1.2009 wrote to consumer that (a) there was no motor on site and hence service wire was not installed, (b) vij connection on the basis of HP is not served monthly bill and (c) HP related dues of Rs.15247.89 during Aug 05 to march 06 had been asked to pay by RPAD letter No.1562 dated

18.03.2006 which was not paid and hence PDC was done on 01.04.2006.

The complainant Shri Babubhai Rathod, contended that though he had paid Rs.19830/ on 29.08.2005 against PDC dues along with application for meter installation completing all formalities, he was not given supply. The reason put by MGVL for not installing service wire and not connecting the supply due to non-availability of motor at site is wrong as it is submersible motor and since installation, it is not removed. It is a false report.

The Respondent Shri K M Soni contended that as per his records, DPC amount which can be around Rs.22000/- on the date of hearing is due and hence electricity is not supplied.

The Forum Members present at the hearing considered contention of both the parties and perused the records.

1. Squad report does not confirm the absence of motor.
2. Shri K M Soni DE could not produce any document / report mentioning that there was no motor at site.
3. Shri K M Soni DE has not visited site to get the first hand information about the case.
4. Office file contains a slip signed by the authority to clear the supply as the consumer had completed all formalities.

In view of the above discussion, the Forum is of the opinion that the supplementary bill issued to the complainant Shri Babubhai Rathod is not justified. The consumer is deprived of his right to get vij connection since 29.8.2005.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to waive all dues raised after 29.08.2005 and immediately give service line and meter after confirming the existence of motor at site and report to the Forum about the compliance.

(K R Shah)
Member

(M J Vaidya)
Independent Member

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>