

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-II-40-2011.12
Complainant	Shri Narsinh R Dabhi At & Post : Kakarkhad Tal: Kathlal, Dist: Kheda
Respondent	Shri J J Patel, DE Kathlal s/dn of MGVCL
Date of hearing	12.08.2011

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

The complaint dated 25.7.11 is for reconnection of service line.

Today on 12.08.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jaswant Dabhi appeared on behalf of Shi Narsinh R Dabhi, whereas Shri J J Patel, DE Kathlal s/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. Shri Narsinh R Dabhi has consumer No.01819/00181/4 at Kakarkhad, Tal: Kathlal, Dist: Kheda.
2. The original agricultural connection was disconnected and service line was used in Jyotigram Yojana. Industrial connection for flour mill has been given from that line.
3. Due to this, he was deprived of agricultural connection.

The representative of the complainant Shri Jasvantsinh Dabhi contended that he was regularly paying bills of his agricultural connection No.01819/00181/4, even though his agricultural connection is disconnected and the existing service line is used for Jyotigram Yojana. Industrial connection like Flour Mill is also given connection from this diverted line. Forum was requested to reconnect the service line so that agricultural connection can be used for agricultural purpose otherwise it will be a great loss to him.

The Respondent Shri J J Patel, DE Kathlal s/dn of MGVCL contended that whatever is stated by the complainant holds true. If approved, he can be given agricultural connection by providing service line from the nearby agricultural feeder.

The Forum Members present at the hearing considered contention of both the parties and perused the records. In order to take care of Jyotigram Yojana, the agricultural connection of Shri Narsinh Dabhi got disturbed and disconnected. It can be provided service line from agricultural feeder line near Jyotigram feeder.

In view of the above discussion, the Forum is of the opinion that service line should be provided by MGVCL at the earliest with no cost to the complainant and agricultural connection should be recharged.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to provide service line to Shri Narsinh Dabhi for his agricultural connection and recharged at the earliest with no cost to the complainant.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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>