

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-47-09.10
Complainant	Shri Tribhovanbhai Mathurbhai Parmar, at Himatpura, PO:Vasvel, Tal: Waghodia.
Respondent	Dy Engineer, Waghodia s/dn, MGVCL
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 is directed against the delay in release of two separate agricultural connections to two brothers in separate survey numbers.

Today on 30.12.09, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum in absence of both the complainant and the respondent.

The facts of the case are as follows:

The complaint dated 23.11.09 is directed by two brothers - (1) Tribhovanbhai M Parmar and (2) Shri Jamnadas M Parmar, who sought two separate agricultural connections for irrigation. Shri Tribhovanbhai was issued FQ No.18914 dated 19.02.09 for Rs.6685/ for agricultural connection in Survey No.130 at village Himatpura, which he paid vide MR No.084598. Shri Jamnadas was issued FQ No.18915 dated 19.02.09 for Rs.10148/ for agricultural connection in survey No.1/2 at village Chandpura which he paid vide MR No.84599 dated 17.03.09. All the documents were submitted with two separate applications. The complaint letter dated 23.11.09 seeks early release of two separate agricultural connections. It further states with a threat to take the issue to the judicial court as such connections have been released to other parties.

However, in response to this Forum Notice dated 18.12.09 to the complainant to appear before this Forum on 30.12.09, a letter dated 22.12.09 has been received from Shri Tribhovanbhai stating that the typed complaint letter dated 30.12.09 was neither signed nor sent by him to Consumer Grievances Redressal Forum. He also mentioned in this letter that if there was any objection in release of the agricultural connection to him, he was ready to rectify it.

The Forum Members present at the hearing considered the complaint letter dated 23.11.09 and also the latest letter dated 22.12.09. The last letter dated

22.12.09 clearly states that the typed complaint letter dated 23.11.09 was not sent or signed by him. Therefore, the complaint letter dated 23.11.09 and its matter does not qualify for its cognizance or scrutiny. However, considering the substance of the last hand written letter dated 22.12.09, the Forum feels that MGVCL should resolve the difficulties, if any in releasing the agricultural connections to the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited not to take cognizance of the matter of the typed complaint letter dated 23.11.09 in view of the subsequent clarification made by hand written letter dated 22.12.09, it is further directed that MGVCL make serious efforts to resolve any difficulty in releasing agricultural connections as soon as possible.

(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>