

**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-III-75-2012.13
Complainant	Shri Abhesing Lakhabhai Bamania at Jalada, Po: Dolilimdi,, Tal: Santrampur, Dist : Panchmahals.
Respondent	Deputy Engineer of Santrampur-II s/dn of MGVCL.
Date of hearing	30.11.12, 4.1.13 and 18.01.2013 at Godhra and Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 07.11.2012 regarding non-release of connection

On 30.11.12, 4.1.13 and 18.01.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was not present for all three hearings whereas Deputy Engineer of Santrampur-I s/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant had made application for new connection for residential purpose on 14.11.2011.
2. He had paid Rs.4126/ on 05.12.2011
3. The complainant had visited MGVCL office several times and represented for getting connection. But he could not get connection till his date of application to CGRF i.e. 7.11.2012.

The complainant did not remain present for consecutive three hearings. However, in his application he has contended as mentioned above.

Respondent present on 30.11.2012 informed that work is completed on 20.11.2012 and connection is released on 21.11.2012.

The Forum Members present at the hearing considered contention of both the parties and perused the records. As the connection is released, the grievance is redressed.

In view of the above discussion, the Forum is of the opinion that –

As the connection is released on 21.11.2012 complainant grievance is redressed. However, forum is of the opinion that Santrampur-II s/dn of MGVL should submit reason for late release of connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to submit the reason for late release of connection from Dy Engineer of Santrampur-II s/dn of MGVL.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
Independent Member

(P J Patel)
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 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>