

**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-I-34-2013.14
Complainant	Shri Bharatbhai Rupabhai Dabhi at Ghodali, Laxmipura, Tal: Mehmabad, Dist : Kheda.
Respondent	Shri M R Bariya Junior Engineer Haldarwas s/dn of MGVCL.
Date of hearing	28.06.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 13.06.2013 regarding vij connection under Zupadpatti Yojana.

On 28.06.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant did not appeared whereas Shri M R Bariya Junior Engineer Haldarwas 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. The complainant had paid Rs.9150/ on 25.09.2007 along with other applicants through Ghodali Gram Panchayat for availing connection under Zupadpatti Yojana.
2. The application in prescribed format and other documents were submitted on 04.12.2012 at Haldarwas s/dn of MGVCL.

The respondent contended that after survey, the technical sanction was prepared and work was completed in Feb 2012. The complainant had not submitted A-1 Form & required documents hence his connection was not released. Thereafter, representation was received from Ghodali Gram Panchayat was on 26.07.2012. It was given understanding the legal requirement of A-1 form and necessary documents. The complainant had submitted documents on 25.02.13 i.e. A-1 form & Election Card photo copy, other required documents are submitted on 27.06.2013. The connection is released on same date. The complainant has also confirmed the same.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the connection was not released due to non-submission of documents which was complied subsequently.

Connection is released on 27.06.2013 and complainant has also confirmed in writing for his satisfaction.

ORDER

The Forum noted the action taken by MGVL and release of connection to complainant Shri Bharatbhai Rupabhai Dabhi at Ghodali, Laxmipura, Tal: Mehmabad, Dist: Kheda. MGVL should take pro-active actions to inform and remind the legal requirement of documents particularly to government scheme.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
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>