

**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-88-2012.13
Complainant	Shri Bharatbhai Ramanbhai Parmar and Shri Kanubhai Somabhai Parmar both at Near Datt Prathmik Shala, Kapadwanj, Dist: Kheda.
Respondent	Shri D G Jethara, Deputy Engineer, Kapadwanj s/dn of MGVCL.
Date of hearing	01.03.2013 at Anand CO

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 18.12.2012 regarding reconnection of power supply.

The complainant was called for redressal of grievances during hearing on 18.01.13 & 08.02.13 but he was absent every times and due to this, Forum has called them third time on 01.03.2013. the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bharatbhai Ramanbhai Parmar and Shrii Kanubhai Somabhai Parmar, appeared himself, whereas Shri D G Jethara, Deputy Engineer, Kapadwanj 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 complainants have consumer No. (1) 01902 / 03127 / 0 & (2) 01902 / 0333 / 4 since last six years.
2. At present, the above vij connections are disconnected. The above connections were given on RS No.137 in two separate houses. The owners are Shri Prafulkumar R Patel and Madhuben R Patel for this premises.
3. Vij connections are disconnected on the application of Shri Prakashbhai Ramanbhai Patel.

The complainants contended that disconnected power supply should be immediately connected as they are put in very inconvenient condition. The energy bills are regularly paid since last six years even though vij connections have been cut off.

The Respondent contended that Shri Bharatbhai R Parmar having consumer No. 01902 / 03127 / 0 and Shri Kanubhai Somabhai Parmar having consumer No. 01902 / 0333 / 4 had applied to get vij connection in Gujarat Sarkar Zupadpatti Yojana during the year 2008. As per Government of Gujarat, the property documents of the applicants are not to be verified under this scheme and hence, these two applicants

had created false documents and taken vij connection. After knowing this, they had disconnected supply of both connections on 24.08.2012 & 05.07.2012.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that documents regarding address proof etc given along with A 1 form are not found correct hence on the basis of A 1 form no vij connection can be given.

In view of the above discussion, the Forum is of the opinion that MGVCL has rectified their mistake of giving vij connection on the basis of wrong documents along with A 1 form during the year 2008 is in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited that vij supply is disconnected in case of Shri Bharatbhai Parmar and Shri Kanubhai Parmar are in order. If complainant wish to get vij connection, they have to give fresh application with correct documents. MGVCL has to be verify all documents before processing for any new connection.

(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>