

**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-IV-142-2012.13
Complainant	Bhatuk A Aziz Abdulla, At Mohmadi Maholla, Godhra, Dist : Panchmahals.
Respondent	Shri J B Dani, Deputy Engineer Godhra Rural s/dn of MGVCL
Date of hearing	05.04.2013 at Corporate Office, Vadodara.

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 25.03.2013 regarding to give 3 phase vij connection to poultry farm.

On 05.04.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Bhatuk A Aziz Abdulla, appeared himself whereas Shri J B Dani, Deputy Engineer Godhra Rural 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 has complain No.MG-IV-142-2012-13
2. The complainant had applied for 3 phase connection for Poultry farm on 28.8.2012. The Firm Quotation(FQ) was issued by DE Godhra Rural S/dn on 3.10.2012 for Rs.17110/- The estimate amount was paid by the applicant on 10.12.2012. The DE Godhra Rural S/dn had informed vide letter dtd.20.2.2013 that 3 phase connection for Poultry farm cannot be given and also informed to submit original receipt for getting refund of paid amount.
3. As per GoG guideline Poultry farm is exempted for requirement of non-agriculture land and requested to release 3 phase connection immediately.

The Respondent Shri J B Dani, Deputy Engineer Godhra Rural s/dn of MGVCL contended that application for Poultry farm was registered on 28.8.12.for 7.9 KW load, though the TS value of work is Rs.63465/-, the FQ was issued on 3.10.2012 for Rs.17110/- as fixed charges as per rules. The payment was received on 10.10.2012 and conversion work was also completed.

Before release of connection, a guideline for release of Stable Farm connection was received vide GUVNL Letter No.GUVNL/Tech/2317 dtd.23.9.2012 and CE(T&O) MGVCL letter No. MGVCL / SE (O) / ACC(CC) / 2997 dtd.25.9.12 clarifying that any commercial connection cannot be released in Agricultural land.

As such similar guideline asked from the corporate office for giving Poultry farm connection. The guideline was received on 25.2.13 that “Poultry Farm connection up to 3 KW load only can be given in Ag. land from Ag. Dom feeder only.

On receipt of guideline, applicant was informed that 3 phase connection for Poultry farm will not be given for their demanded load and informed either to submit original receipt for getting refund of paid amount or reduce the load to maximum 3 KW.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that as per GoG guideline Poultry farm is exempted from requirement of non-agriculture land. However as per GUVNL and MGVCL, this being commercial connection an approval to release single phase connection can be given in Agricultural land upto 3 KW. However, upto 6 KW load can be released under single phase supply system which is nearer to the requirement of the consumer so if consumer desire to avail he can ask for single phase supply.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to release Poultry farm connection as a single phase connection up to 6 KW under commercial tariff as a special case from Ag. Dom feeder to Shri Bhatuk A Aziz Abdulla, At Mohmadi Maholla, Godhra, Dist : Panchmahals if he is willing to take single phase supply within prescribed load limit.

(Y B Sukhadia)
Technical 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>