

**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-II-78-2013.14
Complainant	Shri Chandubhai Ambalal Waghela, At : Kaivalnagar Ghodivadu, Post: Chaklasi, Tal: Nadiad, Dist : Kheda
Respondent	Shri S.A. Kadia, Deputy Engineer, MGVCL, Chaklasi (O&M) Sub-Division
Date of hearing	11-10-2013 at Anand

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated 05.09.2013 regarding not to give the connection from his well's line.

On 11-10-2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bharatbhai Chandubhai Patel, appeared, whereas Shri S.A. Kadia, Deputy Engineer, Chaklasi (O&M) Sub-Division 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 consumer No. 19701/04818/0, Ag. connection at Keval Nagar, Ghodiwala.
2. The applicant came to know that one another connection is being laid from his line to his well, which is objected by him taking into consideration that whole line charge is paid by him, therefore, no other connection is to be given from his line.

The representative of the complainant contended as above and further explained that the cost for the line going to his well is paid by him only, so benefit to the other applicant from his line should not be given free of cost.

The Respondent Shri S.A. Kadia, Deputy Engineer, Chaklasi (O&M) Sub-Division contended that the property of the line up to the distribution point of the consumer is of MGVL, however, considering conflict and severe quarrel among the neighbouring occupant, it is resurveyed and separate estimate is prepared by changing the route from the nearby another point, which is having no extra abnormal cost.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the understanding given to the consumer for re-route of line and the applicant has expressed his satisfaction.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to lay the line as per the revised route agreed to both the Parties.

(Medha M Marathe)
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/Consumer%20Grievances/Procedure/Procedure.pdf>