

**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-32-2013.14
Complainant	Shri Dhanabhai Galabhai Talpada, at Bakrol, Survey No.302, Sim Area, Behind Bansripark Society, Tal & Dist : Anand
Respondent	Shri H L Bhalsod, Deputy Engineer, Vallbh Vidhyanagar s/dn of MGVCL.
Date of hearing	05.07.2013 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 12.06.2013 regarding new residential vij connection.

On 05.07.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri P K Darbar, appeared on behalf of Shri Dhanabhai Galabhai Talpada, whereas Shri H L Bhalsod, Deputy Engineer, Vallbh Vidhyanagar 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 is staying at Bakrol of Anand District.
2. The complainant had applied for new residence lighting connection at on 16.04.2013
3. The survey is also carried out but connection is not released yet.

The representative of the complainant contended that application for new lighting connection has been registered and survey is also carried out and estimate is also issued by MGVCL. If line is given from nearby Bansri Park Society, the distance is about 200 metrs and work can be carried out by erecting 3 to 4 poles. Requested to give connection from nearest distance so that estimate can be reduced.

The respondent contended that complainant has demanded residential lighting connection in agricultural land. As per company's policy, lighting connection in agricultural land is to be given from agricultural dominant feeder only, which is 1 Km from his residents. The complainant resident is near to Bansari Park Society and distance is also about 200 metrs. But as per present policy, connection cannot be given from nearby JGY line to home to agricultural land. The connection shall be released from Agricultural Dominant feeder. However, for erection of poles way leave will have to be provided by the complainant.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the new connection in agricultural land only can be given from Agricultural feeder as per existing circulars i.e. extension of JGY feeder in agricultural land is not allowed.

In view of the above discussion, the Forum is of the opinion that the residential lighting connection demanded by the complainant in agricultural land shall be released from Agricultural Dom feeder only and in case of way leave problem complainant should extend cooperation.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process residential lighting connection to Shri Dhanabhai Galabhai Talpada, at Bakrol, Survey No.302, Sim Area, Behind Bansripark Society, Tal & Dist : Anand, at Bakrol from nearby Ag Dom feeder.

(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>