

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

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-21-2018-19
Complainant	Shri Arunkumar Gordhanbhai Jangid, C/o Sachin Packers N H No.8, At & Post: Dabhan, Tal: Nadiad, Dist: Kheda
Respondent	Shri B V Patel, Deputy Engineer, Nadiad Rural s/dn of MGVCL.
Date of hearing	15.02.2019 at Corporate Office, MGVCL Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri H R Shah, (RA&C) MGVCL Vadodara

The complaint dated 04.02.2019 (recd on 07.02.2019) regarding refund against estimate.

On 15.02.2019, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandubai S Patel appeared on behalf of complainant Shri Arunkumar G Jangid, C/o Sachin Packers, N H No.8, At & Post: Dabhan, Tal: Nadiad, Dist: Kheda whereas Shri B V Patel, Deputy Engineer, Nadiad Rural s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

1.0 The brief history of the case is as under:

1. The complainant was having NRG P connection bearing con No.01405 /02107/1 of 17 KW for industrial purpose at LS No.467 (NA land), at village Dabhan, Tal: Nadiad, Dist: Kheda.
2. Now, consumer had applied for additional load of 57 KW on 30.06.2016.
3. Accordingly, after survey etc, TS was accorded on 10.08.2016 by Nadiad City Division office in which the work involved shown as HT line 0.020 Km, TC 100 KVA & TS amount Rs.2,29,998/-.
4. FQ issued on 11.08.2016 with adjustment of fixed charges amounting to Rs.1,69,498/-, Fixed Charge Rs.60500/-, Security Deposit Rs.2,03,257/-, Agreement fee Rs.100/- totaling Rs.4,33,355/-.
5. FQ paid on 23.08.2016.
6. Connection was released on 06.12.2016



- 2.0 The representative of the complainant contended that additional load of 57 KW for industrial purpose was demanded at LS No.467 of village Dabhan, Tal: Nadiad, Dist: Kheda, LS No.452-B, in NA land. For that Respondent i.e. Deputy Engineer Nadiad Rural s/dn of MGVCL has charged full line cost as per circular No.76 & 76(A) of MGVCL.

Further, complainant had argued that since Government of Gujarat has issued new two nos of Resolutions in which directives has been given that outside gamtal area under NA land, if commercial, industrial connection is demanded then only fixed cost charges are to be recovered from the party so party raised his grievances for refund of line charges paid by him on 04.02.2019.

- 3.0 The respondent contended that as per recent directives of corporate office of MGVCL Vadodara letter No.2545 dated 20.09.2017 of Chief Engineer (T&O) MGVCL on the basis of THARAV of GoG Gandhinagar dated 23.08.2017. Party is demanding for refund of line charges paid by him so circular No.76 & 76(A) has been amended so since party has paid the payment on 23.08.2016, necessary directives may be given to address his grievances.

- 4.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that letter No.2545 dated 20.09.2017 issued by Chief Engineer (T&O) MGVCL on the basis of THARAV of GoG Gandhinagar dated 23.08.2017. Party is required to be issued fixed line cost for his additional power demand outside gamtal area in NA land.

This issue has also been reviewed in detail and THARAV of GoG EPD Gandhinagar No.GUV-2016-3885-K1 dated 24.01.2017 is reproduced below where matter has been addressed & clarified.

ગામતળ બહાર વિવિધ હેતુ માટે વીજ જોડાણો આપવાની સર્વગ્રાહી નીતિ અમલમાં મુકવા બાબત .

ગુજરાત સરકાર

ઉર્જા અને પેટ્રોકેમિકલ્સ વિભાગ

ઠરાવ ક્રમાંક - ૨૦૧૬-૫૩૮૮-ક૧

સચિવાલય, ગાંધીનગર

તારીખ - ૨૪/૦૧/૨૦૧૭



(૪)ખેતી વિષયક અથવા અન્ય હેતુ માટેની જમીનમાં ઔદ્યોગિક, વાણિજ્ય,એગ્રો ઇન્ડસ્ટ્રીઝના વીજ કનેક્શનો માટેની રજ કલાકના ફીડર પરથી વીજ કનેક્શન આપવાની સર્વગ્રાહીનીતિ

(1)આવા કનેક્શનો માટે નીચે પ્રમાણેના ધારાધોરણો છે.

(૩) ૬ કિ.મી. કરતાં વધુ વીજમાંગ હોય અને અરજદાર સતત વીજ પુરવઠો મેળવવા ઇચ્છતો હોય તો થ્રી ફેઝ વીજ જોડાણો નજીકના જેજીવાય / અર્બન ફીડર પરથી વાસ્તવિક ખર્ચ વસુલીને લાગુ પડતા ટેરીફ આધારે રહેશે .

Recently, GoG has made modification on 23.08.2017 in earlier Tharav dated 24.01.2017 especially for Sr No.3,4 & 5 which is reproduced herebelow:

3. Policy for giving 24 hours electric connection to Ashram Shala, Adarsh Nivas etc units owned by the State / Central government any institute in Agricultural land.
4. Policy for giving 24 hours electric connection to industrial, commercial, Agro industries in agricultural land and or land of any other purpose.
5. Policy for giving 24 hours electric connection to Poultry Farm, cattle shed, Fisheries Farm, cow shed, tobacco crushers, Mobile tower, Milk chilling plant etc all government activity.

Hence, as per the recent GoG Tharav dated 23.08.2017 followed by GUVNL circular dated 01.09.2017, it is directed that, for the above condition 3,4 & 5 irrespective of the situation of the premises of applicant i.e. in gamtal or outside gamtal if the demand is made for category as stated in Sr No.3,4 & 5 above, for exclusive NA land, estimate for power connection may be recovered on the basis of demand & only fixed cost charges basis. If the land in simvistar for the above condition No. 3,4, & 5 is agricultural land then, recovery of estimate for giving him 24 hours power supply, should be actual as per work involved.

Hence, in line with the original Tharav dated 24.01.2017 and subsequent revised Tharav dated 23.08.2017 wherein condition Nos.3, 4 & 5 of original Tharav have been revised so for this case, condition No.4 pertains to demand of industrial connection have been revised that in NA land outside gamtal area if party applies for power supply for industrial purpose then DISCOM has to recover only fixed charge cost from the party.

In view of the above resolution CE (T&O) MGVCL has given guidelines to all field officer No.MGVCL/Tech/1545 dated 20.09.17 that circular



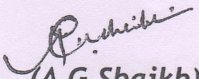
become effective for those applications who have been issued estimate before 01.09.2017 here in this case of Shri A G Jangid, has been issued on 11.08.2016 so it becomes applicable. Further, in the aforesaid letter, it is also mentioned that if applicant has paid the FQ but his work is not over by 16.09.2017, such type of applicants are also eligible for refund of line charges & only fixed charge cost is required to be retained with the DISCOM.

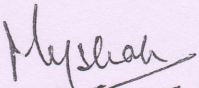
Hence, on the basis of these records & directives, Forum members issued following order.

ORDER

- 5.0 The Forum has come to the conclusion that the MGVCL shall refund the line charges to complainant Shri Arunkumar Gordhanbhai Jangid, C/o Sachin Packers, NH No.8, At & Post: Dabhan, Tal: Nadiad, Dist: Kheda by retaining fixed charge cost, Security Deposit, Agreement fee, etc with DISCOM as per rules.


(H R Shah)
Technical Member


(A G Shaikh)
Independent Member


(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is :** The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>

