

**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-79-2012.13
Complainant	Shri Ishaq Ibrahim Kalu, At Lileshra, Tal: Godhra.
Respondent	Shri J B Dani, Deputy Engineer, Godhra (Rural) of MGVCL.
Date of hearing	04.01.2013 at Godhra

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 19.11.12 regarding harassment from Deputy Engineer at Godhra for vij connection of Flour mill.

On 04.01.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ishaq Ibrahim Kalu, appeared himself whereas Shri J B Dani, Deputy Engineer, Godhra (Rural) appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. New connection application for 10 HP load for his flour mills was made on 17.10.2012.
2. Some documents asked by MGVCL are not submitted so connection not released.
3. The consumer has complaint against the officer of MGVCL for harassment.

The complainant contended that he has paid registration charge for electric connection for flour mill located in agricultural land near the village. The documents asked by the MGVCL in connection with agricultural land could not be submitted due to dispute between the legal heirs and lengthy procedure. Also, MGVCL asked for NA permission to release connection under NRGP tariff but though asked to give such official requirement in writing, till day MGVCL has not given. He stated that

MGVCL has given same type of connection to others but not giving to him and represented their feeling of corruption in the said matter.

The respondent contended that MGVCL has asked all required legal documents to verify another agricultural connection is in the same survey number and ownership of the premises. After receipt of the documents, the application can be processed.

The Forum Members present at the hearing considered contention of both the parties and perused the records. MGVCL has informed the consumer for their contention as represented above vide letter No.10050 dated 20.11.2012 and subsequent letter dated 01.12.2012 for cancellation of his application due to non-submission of documents as asked. The industrial connection (flour mill) asked in agricultural land for which NA / NOC permission is required as per GUVNL letter No.GUVNL:OSD:382 dated 16.04.2008 and subsequent letter No.D(T):6 dated 15.07.2008.

Also, as two connections cannot be released in one premises as per GEB Commercial Circular No.769 dated 28.01.2005, so the MGVCL has asked documents from the consumer to verify adjacent survey number having other connections.

In view of the above discussion, the Forum is of the opinion that the action taken by the MGVCL to ask for legal documents are in order. On production and verification of documents as asked, the MGVCL can release the connection.

ORDER

The Forum directs the complainant Shri Ishaq Ibrahim Kalu, At Lileshra, Tal: Godhra, to submit the documents for NA / NOC permission of agricultural land and land records as per MGVCL rules. The Forum also directs the Madhya Gujarat Vij Company Limited that upon receipt of the documents and after their verification as per rules if found in order, process to release the connection.

(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>