

**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-106-2012.13
Complainant	Shri Jaswantbhai Parshottambhai Parmar at Devchotiya, Tal: Kalol, Dist : Panchmahals.
Respondent	Shri R B Sheth, Junior Engineer Kalol s/dn of MGVCL.
Date of hearing	15.02.2013 at Godhra

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 04.02.2013 regarding additional estimate for agricultural connection.

On 15.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jaswantbhai Parshottambhai Parmar appeared himself whereas Shri R B Sheth, Junior Engineer Kalol 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 had applied for new agricultural connection.
2. In response to the application, MGVCL had issued FQ of Rs.1,51,160/ on 28.07.2011 and complainant had paid this estimate on 23.08.2011 and agricultural connection was released on 14.11.2011.
3. MGVCL had sent additional estimate of Rs.30,750/ on 14.03.2012. The complainant had taken objection and not paid this estimate and hence MGVCL had disconnected the supply on 17.01.2013.

The complainant contended that he had paid the total amount as asked in FQ on 28.07.2011 under TATKAL scheme. This is shocking and surprising that MGVCL had raised additional estimate of Rs.30,750/ after four months of electric supply released. For power supply, after disconnection, the crop was starving for water supply and it got spoiled. He would have paid additional estimate or refuse to take the connection if it was known to him right from the beginning. Now, he is not able to pay additional money asked by MGVCL due to poor financial position. He has also requested to reconnect the supply immediately to save the crop.

The Respondent contended that they had used extra 193 metre length conductor and hence additional amount was required to be recovered from the complainant.

Shri N U Rathod was the contractor to carry out the job. After four months, revised estimate of additional amount of Rs.30750/ was asked from the complainant after release of connection.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that length of line for actual work carried out was more than initial survey, hence, MGVCL has served additional estimate to pay for the cost of additional material used. The work has been carried out under TATKAL scheme, the consumer has to bear the actual expenditure as per norms of TATKAL scheme.

In view of the above discussion, the Forum is of the opinion that the work has been carried out under the TATKAL Scheme 2010, consumer has to bear the proportionate expenditure as per norms of the scheme. Convenient instalments may be given to the complainant, if he demands.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to recover Rs.30750/ from the complainant. The Forum directs the Deputy Engineer of MGVCL to restore the power supply immediately. The Forum directs the complainant to pay the amount of additional charges of Rs.30,750/- to the MGVCL. Convenient instalments may be given to the complainant Shri Jaswantbhai Parshottambhai Parmar at Devchotiya, Tal: Kalol, Dist : Panchmahals, if he demands, for payment of the additional estimate.

(M J Vaidya)
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>