

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-21-2019-20
Complainant	Shri Kantibhai Hirabhai Machhi, At : Vaghdungri, Post: Kadana, Dist : Mahisagar
Respondent	Shri Gajjar Deputy Engineer, Kadana s/dn of MGVCL
Date of hearing	18.01.2020 at Godhra Circle Office

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

The complaint dated 30.12.19 (recd on 03.01.2020) regarding new agricultural vij connection.

1.0 On 18.01.2019, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kantibhai Hirabhai Machhi appeared himself as complainant whereas Shri Gajjar Deputy Engineer, Kadana s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

2.1 Complainant had registered new application for ag connection at LS No.72/1 (new 161) at village Ghodiyar, Tal: Kadana, Dist: Mahisagar, for irrigation purposed on 09.02.2012.

2.2 FQ was issued on 11.02.2014 considering B category.

2.3 FQ was paid on 03.03.2014.

2.4 Work was completed on 16.04.2014 & TMN was issued on 31.03.2015

2.5 Connection was released on 15.06.2014 as unconnected as party has not submitted test report.

2.6 Test report was submitted by complainant on 08.11.2019 as wiring of installation was not completed and room was not prepared, TR was cancelled on 31.12.2019.



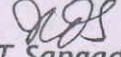
- 3.0 The representative of the complainant contended that
- 3.1 Evenafter FQ payment was made in time i.e. on 03.03.2014, connection is not given till date but minimum billing is started since long.
 - 3.2 Also, only PSC poles are erected but stringing of cable or conductor not carried out till date.
 - 3.3 Complainant has also requested CGRF to give natural justice.
- 4.0 The respondent contended that
- 4.1 Evenafter issue of TMN, complainant not submitted test report, billing was started as per norms.
 - 4.2 It was also conveyed by Dy Engineer, Kadana s/dn that to prevent theft of energy by hooking stringing was not carried out as party has not submitted test report.
 - 4.3 On receipt of said complaint, site was visited in presence of complainant and it was confirmed that complainant has not completed construction of his room and it was noticed that wiring was also not carried out. Necessary guidance was also given to the complainant.
- 5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that -
- 5.1 As wiring of the installation along with room is not completed and it is also confessed by complainant during hearing.
 - 5.2 Guidance regarding construction of room with safety and proper wiring of installation was given during course of hearing to the complainant.

ORDER

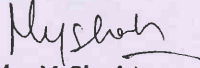
- 6.0 The Forum has directed complainant Shri Kantibhai Hirabhai Machhi, At : Vaghdungri, Post: Kadana, Dist : Mahisagar, to submit necessary test report alongwith fees after constructing room and payment of dues, if



any, so that connection can be released and respondent Deputy Engineer, Kadana s/dn of MGVCL is also directed to release connection as per provision of SoP and ATR should be submitted within 15 days.


(M T Sangada)
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>

