

**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-II-74-2013.14
Complainant	Shri Narendrabhai T Patel, Near Waghivas At village : Vadod, Tal: Dist : Anand
Respondent	Shri J R Darji, Deputy Engineer of Vasad s/dn of MGVCL
Date of hearing	13.09.2013 at Corporate Office Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara

The complaint dated NIL received on 04.09.2013 regarding higher estimate for Green House Vij connection by MGVCL.

On 13.09.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dineshbhai C Patel representative of the complainant whereas Shri J R Darji, Deputy Engineer of Vasad 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 7 KW load and paid the registration charges on 13.03.2013.
2. The estimate issued on 14.06.2013 for Rs.5,24,218.00
3. The consumer has objected for very high amount for his small requirement of 7 KW power.

The representative of the complainant contended that they want new connection for Tissue Cultural activity in green house. The profit margin is very limited and such huge amount of estimate cannot be paid by him. MGVCL has considered to lay

insulated HT and LT Aerial Bunch (AB) cable so estimate is very high. Requested to lay open conductor so that he can pay estimate.

The respondent contended that requirement of power is in agricultural land, near the village. It is required to pass the line through village. The passages are very narrow and having existing LT line so for the safety factor and technical feasibility it was proposed to give power supply by laying insulated, HT (.412 Km line) and LT (.020 km line) AB cable. The requirement is for the farm house and as per Government Resolution No.UGV/102011/70/K/1 dated 26.04.2012, the power supply to be released to green house through JGY or industrial feeder. It is also mentioned that it should be released under HVDS scheme. Therefore, the estimate is on higher side.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The matter is discussed with the consumer for his actual requirement and came to the conclusion that his requirement is below 3 KW single phase connection and requirement of power for about 3 months in a year before monsoon. His power requirement can be fulfilled from the agricultural line passing nearby to his area of requirement and it also having Special Design Transformer (SDT) which can cater 24/7 days single phase power supply. The consumer has given verbal consent for the same. The consumer is advised to submit a fresh A-1 form with revised actual load requirement.

In view of the above discussion, the Forum is of the opinion that the consumer's power requirement is very less for his green house and for a limited period. 24 hours power supply can be catered through available agricultural feeder complying HVDS scheme.

ORDER

The Forum directs the complainant Shri Narendrabhai T Patel, Near Waghriwas
At village : Vadod, Tal: Dist : Anand, to give fresh power requirement in prescribed A-1 form to the Madhya Gujarat Vij Company Limited.

The Forum also directs the Madhya Gujarat Vij Company Limited to prepare the estimate and revise Technical Sanction by considering nearby agricultural feeder having SDT at s/s end immediately after receipt of the fresh application from the consumer.

(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>