

**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-110-2013.14
Complainant	Shri Rabhabhai Naranbhai Parmar At : Vishwanathpura, Tal: Kathlal, Dist: Kheda.
Respondent	Shri R M Patel, Deputy Engineer of REC Kapadwanj of MGVCL
Date of hearing	06.12.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Medha M Marathe, MGVCL

The complaint dated 29.11.2013, to give vij connection in Darkzone area.

On 06.12.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rabhabhai Naranbhai Pamar, appeared himself, whereas Shri R M Patel, Deputy Engineer of REC Kapadwanj of MGVCL 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's father Shri Naranbhai Dhulabhai Pamar had applied for new agriculture connection on 23.2.1998 at village Vishwanthpura in Survey No.100.
2. The complainant's father had applied under earlier Tatkal scheme-2002 estimate was issued for Rs.40943/- but estimate was not paid by the applicants father as such his application was cancelled by Sub D/n.
3. Due to declaration of dark zone area, the applications under dark zone area was not processed but later on in the year 2012 the Government allowed to release connection in dark zone area provided the consumer adopt Micro Irrigation as per rules.
4. It is found that as per GP register, the application was cancelled as the estimate served on switch over to Tatkal Scheme-2002 was not paid and

applicant had not given consent to continue his registration under normal scheme.

The complainant contended that his father had applied for new agriculture connection on 23.02-1998. Later on they switched over to Tatkal scheme-2002 and did not able to pay the estimate served to them being high amount. His father expired on 8.7.2013 after a long illness. Due to his father's illness they were not able to inquire regarding the status of the agriculture connection. After his father's death, his name was entered as legal heir in all land records. On receipt of letter from MGVCL dtd 17.5.2012, complainant submitted fresh documents. Due to no water in the L. S. no.100 complainant had requested for change in the L. S. no. and the same has been approved by circle office Anand vide letter no. ANC/12439 dtd 19.12.2012. His application was forwarded to GGRC by sub-division on 20.12.2012. Thereafter site survey was carried out by MGVCL on 4.6.2013. Then on inquiry from office he was informed that application dated 23.2.1998 has been cancelled vide letter no. MHD/Tech2/DZ/9035 dtd 21.9.2013. So complainant has requested not to cancel his application and give connection in L. S. no. 102/2 as he has paid registration charges Rs.100/- on 23.2.1998 under normal scheme.

The respondent contended that the complainant's father had registered for new connection on 23.2.1998 in Survey No.100 at village Vishwanthpura, Tal: Kathlal, Dist: Kheda. Due to relaxation in release of connections in the dark zone area in 2012, the process for release of new agricultural connections was started. Letters were issued to all registered applicants to submit fresh documents alongwith consent for adoption of MIS. As the complainant had given consent for adoption of MIS, survey was carried out. In past, the complainant's father did not paid the estimate served to him under Tatkal scheme-2002 under switch over scheme, hence, the application was cancelled vide letter no. KWR/6157 dtd 22.10.2013 as per division office letter no. MHD/Tech2/DZ/9035 dtd 21.9.2013.

The Forum Members present at the hearing considered contention of both the parties, perused the records and observed that the change of L.S. no. from 100 to 102/2 has been approved and also name of complainant has been entered in 7/12.

Complainant's father had registered for agricultural connection on 23.2.1998 in Survey No.100 at village Vishwanathpura, thereafter registered under Tatkal-2002 also. Due to high amount of estimate he had not paid and his application was cancelled and also not given consent to continue in normal scheme so Tatkal application was cancelled. Considering death of the applicant and subsequent approval under changed circumstances to his legal heir i.e. complainant, the application under normal scheme can be considered on humanity ground and natural justice as there is no existing connection in the L. S. no. 100.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Rabhabhai Naranbhai Parmar At: Vishwanathpura, Tal: Kathlal, Dist: Kheda for L S No 102/2.

(Medha M Marathe)
Technical Member

(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>