

**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-139-2012.13
Complainant	Rajliben Gurujibhai Koli At village Usela, Post : Kharbhanda, Tal: Kawant s/dn Dist : Vadodara
Respondent	Shri V N Rathwa, Deputy Engineer of Kawant s/dn of MGVCL.
Date of hearing	26.04.2013 at Corporate Office Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 15.03.2013 regarding agricultural well connection.

On 26.04.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Rajliben Gurujibhai Koli, appeared herself, whereas Shri V N Rathwa, Deputy Engineer of Kawant 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 agricultural well connection in the year 2004 and paid Rs.200/ as registration charges.
2. Complainant has also complained that some farmers has got agricultural well connection but she has not received agricultural well connection till date i.e. 26.04.2013.

The complainant contended that they have applied agricultural well connection in the year 2004 and paid Rs.200/ as registration charges on 22.01.2004 for this connection. Also, some farmers applied during same period have received agricultural well connection but she has not received connection till date i.e. 26.04.2013. Also, complainant has given in writing vide her letter dated 26.04.2013 that she had not applied for cancellation of vij connection.

The respondent contended that they have surveyed in the year 2007 and TS was prepared and estimate was prepared. FQ to the other applicants were issued but it was not issued to this applicant. As per GP register noting, the applicant had withdrawn her application and marked to cancel. Based on this, FQ was not served to complainant and application was treated as cancelled.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that records of the complainant's complaint for cancellation of her application is not available with sub division office giving reason that during 5S programme, most of the records are destroyed by the office.

In view of the above discussion, the Forum is of the opinion that complainant has not given any application in writing for cancellation of her vij connection and also confirmed in writing during hearing, no documentary proof with the Madhya Gujarat Vij Company Limited available in support of cancellation of the applicant. Under these circumstances, MGVL cannot deny to give agricultural well connection to the complainant on priority basis.

ORDER

The Forum directs the Madhya Gujarat Vij Company Limited to revive the cancelled application and consider it to release immediately to the complainant Rajliben Gurujibhai Koli At village Usela, Post : Kharbhanda, Tal: Kawant s/dn Dist : Vadodara. The forum also directs MGVL to instruct sub-division that such important documents related to case file should be preserved as per norms. Action Taken Report to be submitted to forum.

(Y B Sukhadia)
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>