

**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-103-2013.14
Complainant	Shri Salambhai Dahyabhai Parmar At & Post : Danadra, Tal: Kapadwanj, Dist:Kheda.
Respondent	Shri R M Patel, Deputy Engineer Kapadwanj (REC) S/dn
Date of hearing	08.11.2013 at Circle Office, Anand

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

The complaint dated 11.10.2013, to give vij connection in Darkzone area.

On 08.11.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Udesinh Salambhai Parmar, son of Shri Salambhai Dahyabhai Parmar appeared on his behalf 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 complainant contended that the brief details of the case is as under:

1. The complainant had applied for new agriculture connection on 15.02.1996 in Survey No.22.
2. Due to declaration of dark zone area, the application was not processed.
3. The government allowed to release connection in dark zone area provided the consumer adopt Micro Irrigation as per rules.
4. The complainant was informed by Sub D/n to produce relevant documents to process his application.
5. Due to distribution of land amongst family members, LS No.22, where connection was demanded by Shri Salambhai Dahyabhai Parmar allotted

to Shri Anupsinh Pratapsinh Parmar, where as LS No.21 paiki 2 is allotted to applicant Shri Salambhai Dahyabhai Parmar.

6. The applicant has submitted all the documents required for new connection in Dark Zone area for LS No.21 paiki 2, and change of circumstance is also approved by MGVCL on 18.12.2012.
7. GGRC approved his application and work order also issued on 8.2.2013.
8. After payment of work order, Four Party Agreement was also carried out on 31.05.2013 and submitted to GGRC on 3.6.2013.
9. MIS system is also installed and inspection is also carried out on 29.6.2013.
10. During site survey, it was noticed that in LS No.22, agriculture connection is existing in the name of Shri Anupsinh Pratapsinh Parmar released in the year 1972.
11. MGVCL refused to give the connection to Shri Salambhai Dahyabhai Parmar as two connections in same survey number cannot be released and informed vide letter No. KWR/5870/05 dtd. 05-10-2013. for cancellation of his application.
12. Complainant requested to consider his application applied for another survey number where no connection exists and to give agriculture connection as all formalities including FPA is carried out and his family is dependent on farming only and till date he has spent money upto completion of process of FPA.

The respondent contended that the complainant has registered for new connection on 15-02-1996 in Survey No.22 at village Danadra, Tal: Kapadwanj, 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. As the complainant had given consent for adoption of MIS, his application was processed. As per document submitted by complainant, change of circumstance was approved by MGVCL on 18.12.2012. However during site survey, it was noticed that there is a connection existing in the same survey number 22 in the name of Shri Anupsinh Pratapsinh Parmar. This connection was released in the year 1972. The complainant had applied for registration for new agriculture connection in the

same survey no. 22 on 13-2-1996. At that time, it was allowed to give another connection in same survey number but as per present rules the complainant's application was cancelled and not processed for L S No 21 paiki 2 though approved under changed circumstance.

The Forum Members present at the hearing considered contention of both the parties and perused the records observed that though there is already existing connection in L S No 22 where application was registered; the MGVCL has approved to give connection in survey No.21 and processed upto FPA. It costs to the applicant. In view of the above discussion, the Forum is of the opinion that the request of complainant to give the new connection in land survey No. 21 paiki 2 should be considered.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to give new agriculture connection in land survey no.21 paiki 2 to the applicant Shri Salambhai Dahyabhai Parmar At & Post : Danadra, Tal: Kapadwanj, Dist:Kheda.

(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>