

**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-145 -2013.14
Complainant	Shri Samuben Gagaji Chauhan at P.O. Punadra Tal: Kapadwanj, Dist : Kheda
Respondent	Shri R B Vankar Junior Engineer of Kapadwanj REC S/dn of MGVCL
Date of hearing	07.03.2014 at Vadodara

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

The complaint dated NIL received on 17.02.2014 regarding to give agricultural vij connection under Dark Zone Yojana.

On 07.03.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Arjunbhai Gagaji Chauhan appeared on behalf as a brother, whereas Shri R B Vankar Junior Engineer of Kapadwanj REC S/dn 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. Shri Samuben Gagaji Chauhan had applied for new vij connection in LS No.155 village Punadra and registered as GP No.39 on 21.03.1994.
2. GGRC had auto cancelled work order No.KH4007 due to non-receipt of FPA within 180 days.
3. MGVCL has cancelled application due to nonpayment of GGRC work order.
4. GGRC has not generated any new work order.
5. The applicant has neither received old WO No.KH4007 nor heard.
6. The applicant has requested the forum to give justice as no intimation of cancellation received by him and not informed any offices / agency.

The complainant contended that he is unknown for the WO No.KH4007 issued by GGRC. Upon frequent inquiries to various offices and contracting agency, he got copy of WO NO KH4007 but MGVCL has informed that his application is already cancelled by the GGRC due to no action on their WO No KH4007 within its time limit of 180 days. He is unaware of such activities and requested to consider his application to process GGRC WO No.KH4007.

The respondent contended that Smt Samuben Gagaji Chauhan, had applied for new vij connection in LS No.155 at village Punadra and registered as GP No. 39 on 21.03.1994. GGRC has cancelled his WO No. KH 4007 after laps of 180 days on the basis of non-completion of FPA by the applicant, MGVCL also cancelled his application for non-payment GGRC work order.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that work order generated by GGRC is addressed to Agency with a copy to MGVCL and no intimation is given to the applicant. Forum noted the lacuna in processing the application by GGRC. Considering no information conveyed to the applicant for approval of GGRC and subsequent payment, MGVCL to give an opportunity to give connection and to process accordingly.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Smt Samuben Gagaji Chauhan PO: Punadra Tal: Kapadwanj, Dist : Kheda. The Forum also directs GGRC to give intimation to the applicant by RPAD so that such type of issue does not arise in future.

(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

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>