

**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-83-2014.15
Complainant	Shri Pratapsinh Hemtaji Dabhi, At : Juni Charal Tal: Kathlal, Dist : Kheda
Respondent	Shri P V Darji Junior Engineer & Shri J I Gandhi Deputy Engineer Kathlal Sub Division Madhya Gujarat Vij Company Limited
Date of hearing	21.11.2014 at Nadiad & 28.11.2014 at Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri A G Shah, MGVCL

The complaint dated 05.11.2014 regarding delay in releasing Agricultural vij connection.

On 21.11.2014 at Nadiad circle office & on 28.11.2014 at Corporate Office, MGVCL Vadodara, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant remains absent whereas Shri P V Darji Junior Engineer & Shri J I Gandhi Deputy Engineer Kathlal Sub Division remain present on 21.11.14 & 28.11.14 respectively as respondent on behalf of MGVCL before the Forum. As the complainant remains absent, the content of the complaint filed by the complainant was considered and the respondent was heard while hearing.

The brief details of the case are :

1. The complainant has applied for 15 HP Agriculture connection in Dark Zone on dated 26.08.91 in LS No. 227/3 at village Aral, Tal: Kathlal, Dist: Kheda.
2. After relaxation in Dark Zone area and as per MGVCL letter, fresh documents with consent of adoption of drip irrigation was given on 12.04.2013.
3. The complainant had applied for change of name & proposal sent to MGVCL Division office on dated 24.04.2013.

4. MGVCL had asked several times to submit Money Receipt of original registration as it was not traceable, complainant could not submit it in time.

The complainant was absent during hearings.

The Respondent Shri P V Darji Junior Engineer & Shri J I Gandhi contended that the reopening of dark zone applications requested to corporate office vide letter no. 5739 dated 05.11.14 by Nadiad circle office and decision awaiting.. They will reopen the case and carry out the remark process to release the connection.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that wrong procedure adopted causing delay to process the application. There is a legal procedure in case of missing receipt and accordingly the applicant would have been guided instead of tossing the papers between the applicant, sub-division and Division for a longer period. Even copy of the same is available with the sub-division but no due care had been taken at that time. The CoC proposal processed by Sub-division on 24.02.13 is approved by Circle Office, Nadiad of MGVCL vide Letter No.3647 dated 16.07.14. The proposal is live. The proposal submitted to Corporate office for reopening is have no valid reasons.

In view of the above discussion, the Forum is of the opinion that due to no proper guidance from the officers of MGVCL, the process of an application is delayed for longer period. The complainant is not at fault so his application should be processed to give new Ag connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process the Agricultural application in respect of Shri Pratapsinh Hemtaji Dabhi, At : Juni Charal Tal: Kathlal, Dist : Kheda in dark zone after verification of all documents as per norms.

(A G Shah)
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 Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>