

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                             |
|-----------------|-----------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-135-2013.14                       |
| Complainant     | Shri Amitkumar Jujarbhaj Parmar at Kavath, Tal:<br>Kapadwanj, Dist : Kheda. |
| Respondent      | Shri R M Patel DE, Kapadanj Rural Sub D/n. MGVCL                            |
| Date of hearing | 31.01.2014 at Kapadwanj s/dn                                                |

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

The complaint dated 27.01.2014 regarding to release agricultural vij connection under dark zone Yojana.

On 31.01.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Amitkumar Jujarbhaj Parmar, appeared himself, whereas Shri R M Patel DE, Kapadanj Rural Sub D/n. 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 had applied for Agriculture Connection under Dark Zone area on 15.10.2012 in L S No.109 Khata No.504 at village Kavath, Tal:Kapadwanj under GP No.3053.
2. All required documents submitted by the applicant including adoption of MIS, MGVCL had sent the same to GGRC on 16.06.2012.
3. GGRC had issued work order No.KH-5184 addressed to M/s. Netafin Irrigation (I) Pvt Ltd.,
4. The applicant could not pay the amount to the GGRC within the stipulated period of 180 days hence GGRC had cancelled the said work order (as per GGRC terms as “auto cancelled”).
5. Again GGRC has generated new work order No.KH-8763 dated 28.12.2013 addressed to M/s. Parikshit Industries Limited.
6. The MGVCL has not signed the FPA against new work order as old work order is already cancelled and GGRC has generated new work order without their consent.
7. The applicant informed for cancellation of his application on 4.1.14.

The applicant contended that he could not pay the amount of 1<sup>st</sup> work order due to his ill financial health. He had requested GGRC to give fresh work order.

The respondent contended that as first work order auto cancelled due to non-payment within stipulated period, the application is cancelled as per guidelines issued by the MGVCL.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that once the application is cancelled by the GGRC, the GGRC cannot generate new work order without consent of MGVC. In instant case, the agency is also changed by the GGRC. The procedure adopted by GGRC and MGVC seems not transparent and it may lead to irregularities at different levels. The consumer is not getting information of GGRC work order either from GGRC or MGVC.

The forum is of the view that the cancellation of application based on procedure of first work order is as per guidelines issued, however, for second work order issued by GGRC, MGVC is silent over it so if MGVC consider second work order issued by GGRC is in order then process the application to give vij connection.

### **ORDER**

The Forum directs the Shri Amitkumar Jujarbhaj Parmar at Kavath, Tal: Kapadwanj, Dist : Kheda, that the application cancelled by the MGVC for not following the procedure within stipulated time period is in order.

**(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/Consumer%20Grievances/Procedure/Procedure.pdf>