

**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-139-2013.14
Complainant	Shri Balabhai Fatabhai Baraiya at Betavada, Tal: Kapadwanj, Dist: Kheda
Respondent	Shri R M Patel DE, Kapadwanj REC Sub D/n. MGVCL
Date of hearing	14.02.2014 at Kapadwanj

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

The complaint dated 06.02.2014 regarding to release agriculture vij connection under Dark Zone Yojna.

On 14.02.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Balabhai Fatabhai Baraiya appeared himself, whereas Shri R M Patel, Deputy Engineer of Kapadwanj REC 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's father Shri Ramanbhai Fatabhai Baraiya had applied for new vij connection in LS No.285 village Betavada and registered as GP No.222 on 27.04.1992.
2. Change of name in the name of legal heir Shri Balabhai Fatabhai Baraiya has been approved vide letter no. ANC/Tech-2/10388 dated 11.10.2012.
3. MIS consent was received on 30.05.2012 and sent to GGRC on 15.06.2012. GGRC issued work order No.KH 4854. Complainant had paid Rs. 1000/- to Krishna Irrigation, Kapadwanj for installation of MIS by them, but balance amount was not paid within the time limit.
4. Complainant approached another agency Signet Industries Ltd., Baroda. and get issued second work order No.KH 7976 dated 20.11.2013 by GGRC.
5. GGRC had auto cancelled work order No.4854 due to non-payment within time limit of 180 days. Accordingly application of complainant was cancelled by Kapadwanj REC sub-division office vide letter no. KRC/Tech/94 dated 04.01.2014.

The complainant contended that he is unknown for the WO No.4854 issued by GGRC. He said that the agency Krishna Irrigation has been closed and he was not informed by agency regarding any payment to be made. Later he approached another agency Signet Industries Ltd., Baroda and get issued second work order No.KH 7976 dated 20.11.2013 by GGRC. After necessary payment of GGRC

estimate on 21.11.2013, FPA has also been signed. Material verification and trial run has been carried out by GITCO Ltd. on 28.01.2014. Complainant requested to consider his application as all formalities have been completed.

The respondent contended that Shri Ramanbhai Fatabhai Baraiya had applied for new vij connection in LS No. 285 at village Betavada and registered as GP No.222 on 27.04.1992. Change of name in the name of legal heir Shri Balabhai Fatabhai Baraiya has been approved vide letter no. ANC/Tech-2/10388 dated 11.10.2012. MIS consent was received on 30.05.2012 and sent to GGRC on 15.06.2012. GGRC issued work order No.KH 4854. Instead of making payment in reference to WO No 4854 issued by GGRC, complainant approached another agency Signet Industries Ltd., Baroda and get issued second work order No.KH 7976 dated 20.11.2013 by GGRC. GGRC had auto cancelled work order No.4854 due to non-payment within time limit of 180 days. Accordingly application of complainant was cancelled by Kapadwanj REC sub-division office vide letter no. KRC/Tech/94 dated 04.01.2014. After necessary payment of GGRC estimate in reference to second work order No.KH 7976 dated 20.11.2013 issued on 21.11.2013, FPA has also been signed.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainant had initially selected M/s. Krishna Irrigation, Kapadwanj, for MIS system. He had paid advance of Rs.1000/- for further process. However, he was not informed by the agency, hence, he had approached other agency for MIS system. Accordingly, new work order was generated by GGRC and based on that he has made payment in reference to second work order. As FPA has been signed and material verification/trial run has been carried out by GITCO Ltd. on 28.01.2014 his application has merit for consideration.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Balabhai Fatabhai Baraiya in LS No.285 village at Betavada, 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>