

**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-I-22-2014.15
Complainant	Shri Birenbbhai S Parmar, Satkalu complex, Bakrol Vadtal Road, Near Patel Park, Bakrol, Dist: Anand
Respondent	Shri H. L. Bhalsod, Deputy Engineer, V.V. Nagar S/dn of MGVCL
Date of hearing	29.05.2014 at Vadodara

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

The complaint dated nil received on 20.05.14 regarding to give new commercial vij connection for complex.

On 29.05.2014 Vadodara the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Mukeshbbhai A. Patel authorized representative on behalf of Shri Birenbbhai Sanabbhai Parmar whereas Shri H.L. Bhalsod, Deputy Engineer, VV Nagar S/dn of MGVCL has appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as under:

1. The complainant had got registered 16 nos. of applications alongwith necessary ownership documents for new residential and common purpose vij connection at Shatkratu Complex by paying necessary registration charge of Rs. 40/- for each application at VVNagar sub-division office of MGVCL.

2. After site survey on inquiry at sub-division office. The complainant was informed that his applications were cancelled in view of MGVCL circular no. 3967 dated 06-11-2013 and 3786 dated 17-10-2013.
3. Complainant is owner of all the above stated property. He had applied for separate connections in his name by producing separate copies 7/12, N.A. permission, construction permission with map and akarni.
4. The complainant has stated that as Nagarpalika / Panchayat can raise separate tax bill for all the above stated property, he has right to get separate electricity connections.
5. Complainant stated that the developer is not the owner of property so the connections cannot be given in the name of developer but it can be given in the name of the owner and so requested to consider his application to give connections accordingly.

The representative of complainant contended that he had got registered 16 nos. of applications alongwith necessary individual ownership documents for new residential and common purpose vij connection at Shatkratu Complex by paying necessary registration charge of Rs. 40/- for each application at V.V.Nagar sub-division office of MGVCL. After site survey, estimate was not received so on inquiry at sub-division office, he was informed that all applications are on one name so cancelled in view of MGVCL circular no. 3967 dated 06-11-2013. In response to that he stated that he is the owner of all the above stated property. As Nagarpalika/Panchayat is issued separate tax bill for all the above stated property, he has right to get separate electricity

connections being owner of the property, complainant stated that the developer has not asked for connections but being owner of residential flats & common property it can be given in the name of the owner and so requested to consider his application to give connections accordingly.

The respondent contended that complainant had registered only 11 numbers of applications instead of 16 number of applications alongwith necessary ownership documents for new residential and common purpose at Shatkratu Complex by paying necessary registration charge of Rs. 40/- for each application at V.V.Nagar sub-division office of MGVCL. After site survey, T.S. was accorded vide letter no. VVN/Tech/New/Ltg/2480 dated 01-05-2014. A letter was received from Anand City Division office stating that the above applications cannot be registered as per MGVCL circular no.4, letter no. MGVCL/Tech/ND/3967 dated 06-11-2013 and CE/MGVCL/Infra/Cir/3786 dated 17-10-2013. So the sub-division office had cancelled the applications of the complainant in view of the above stated circulars/letters. The complainant is the land owner & the flats have not been sold, rather he had demanded all 11 nos. of connections so as per point no. C of the circular MGVCL/Tech/ND/3967 dated 06-11-2014, he is not the end user.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant demanded 11 number of vij connections on his name being owner of the said property. The complainant has submitted separate legal documents in respect of all vij connections.

In view of the above discussion, the Forum is of the opinion that al 11 number applications, though in one name are with separate individual ownership

documents. As per supply code 4.1.3 of GERC notification, the applications can be processed for giving the vij connections.

ORDER

The Forum directs the **Madhya Gujarat Vij Company Limited** to process the applications of the complainant **Shri Birenbhai Sanabhai Parmar**, Shatkratu complex, Bakrol Vadtal Road, Near Patel Park, Bakrol, Anand to give the new connections.

(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>