

**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-150-2013.14
Complainant	Shri Chehubhai Kalabhai Vankar At Ghaua, Tal: Kapadwanj, Dist: Kheda
Respondent	Shri R B Vankar JE, Kapadwanj REC Sub D/n. MGVCL
Date of hearing	21.02.2014 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 11.02.2014 regarding to release agriculture vij connection under Dark Zone Yojna.

On 21.02.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Sureshbhai Chehubhai Vankar, son of Shri Chehubhai Kalabhai Vankar appeared on behalf of complainant, whereas Shri R B Vankar, Junior 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 Shri Chehubhai Kalabhai Vankar had applied for new vij connection in LS No.70 paiki 3 village Gahua and registered as GP No.50 on 23.09.2002.
2. MIS consent was received on 19.11.2012 and sent to GGRC on 19.01.2013. GGRC issued work order No.KH 5312 to agency M/s Netafim Irrigation India Pvt. Ltd. Vadodara for installation of MIS by them.
3. As no information for making payment for installation of MIS, Complainant again approached the agency M/s Netafin Irrigation India Pvt. Ltd. Vadodara and get issued second work order No.KH 7550 by GGRC on dated 09.10.2013 and also made payment against this work order on 20.11.2013.
4. GGRC had auto cancelled work order No. 5312 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/133 dated 04.01.2014.

The complainant contended that he is unknown for the WO No. 5312 issued by GGRC. He said that neither the agency nor GGRC/MGVCL has informed him regarding the work order. On approaching the agency M/s NetafinIrrigation India Pvt. Ltd. Vadodara regarding any payment to be made he was informed that his registration has been done by work order no. KH-7550 on 09.10.2013. So he made necessary payment of GGRC estimate on 20.11.2013 and then FPA has also been signed. As payment has been paid and FPA has been signed the complainant requested to consider his application for agriculture vij connection under Dark Zone Yojna.

The respondent contended that Shri Chehubhai Kalabhai Vankar had applied for new vij connection in LS No. 70 paiki 3 at village Gahua and registered as GP No.50 on 23.09.2002. MIS consent was received on 19.11.2012 and sent to GGRC on 19.01.2013. GGRC issued work order No.KH 5312 through agency M/s NetafinIrrigation India Pvt. Ltd. Vadodara for installation of MIS by them. GGRC had auto cancelled work order No. KH-5312 on dated 23.07.2013 due to non payment of estimate within time limit of 180 days. On getting instruction from circle / division office vide letter No.11611 dated 17.12.2013, application of complainant was cancelled by Kapadwanj REC sub-division office vide letter no. KRC/Tech/133 dated 04.01.2014. After necessary payment of GGRC estimate in reference to second work order No.KH 7550 on 20.11.2013, FPA has also been signed prior to getting instructions for cancellation.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainant was unknown for the WO No. 5312 issued by GGRC due to system communication lacuna and subsequent actions leading to FPA. GGRC had given work order no. KH-5312 to M/s NetafinIrrigation India Pvt. Ltd. Vadodara and copy to MGVCCL and same was auto cancelled after lapse of 180 days.

As complainant approached agency M/s. Netafin Irrigation India Pvt. Ltd. Vadodara. He was informed regarding the work order no. KH-7550 issued by GGRC on 09.10.2013. He has made necessary payment of GGRC estimate on 20.11.2013 in reference to work order no. KH-7550 generated by GGRC and subsequently FPA has also been signed.

Therefore the Forum is of the opinion to give new Ag connection in reference to the second work order generated by GGRC.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to revoke the cancellation of application and process to give Ag connection to complainant Shri Chehubhai Kalabhai Vankar in LS No.70 paiki 3 village at Ghaua, 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>