

**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-144-2013.14
Complainant	Shri Chimanbhai Shankarbhai Prajapati At & Po. Bhailakui, Tal: Kapadwanj, Dist: Kheda
Respondent	Shri R B Vankar JE, Kapadwanj REC Sub D/n. MGVCCL
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, MGVCCL

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 Chimanbhai Shankarbhai Prajapati appeared himself, whereas Shri R B Vankar, Junior Engineer of Kapadwanj REC S/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. The complainant Shri Chimanbhai Shankarbhai Prajapati had applied for new vij connection in LS No.101 village Bhailakui and registered as GP No.30 on 10.03.1998.
2. MIS consent was received on 21.06.2012 and sent to GGRC on 19.07.2012. GGRC issued work order No.KH 4144 through agency M/s Parikshat Ind. Co. Ltd for installation of MIS.
3. GGRC had auto cancelled work order No.4144 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/136 dated 04.01.2014.

The complainant contended that he is unknown for the WO No.4144 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 Parikshat Ind. Co. Ltd regarding any payment to be made he was informed that time limit of his work order KH-4144 is over and now he has to contact GGRC, Vadodara. He also told that the supplier has never approached to him either for survey or even after issuance of GGRC work order. Complainant requested to consider his application for agriculture vij connection under Dark Zone Yojna.

The respondent contended that Shri Chimanbhai Shankarbhai Prajapati had applied for new vij connection in LS No. 101 at village Bhailakui and registered as GP No.30 on 10.03.1998. MIS consent was received on 21.06.2012 and sent to GGRC on 19.07.2012. GGRC issued work order No.KH 4144. GGRC had auto cancelled work order No. KH-4144 on dated 24.01.2013 due to non payment 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/136 dated 04.01.2014.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that due to system communication lacuna the complainant is unaware of order approval of GGRC and subsequent actions leading to FPA. GGRC had given work order no. KH-4144 to M/s Parikshat Ind. Co. Ltd and copy to MGVCL and same was auto cancelled after lapse of 180 days.

Therefore the Forum is of the opinion to give an opportunity to the complainant. GGRC may be requested to continue present work order or generate new work order and process it to give new Ag connection.

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 Chimanbhai Shankarbhai Prajapati in LS No.101 village at Bhailakui, 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>