

**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-II-29-2014.15
Complainant	Shri Dineshbhai Aatabhai Dabhi, At : Aral, Tal: Kathlal, Dist : Kheda
Respondent	Shri J.I.Gadhvi, Deputy Engineer of Kathlal S/dn of MGVCL
Date of hearing	04.07.2014 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 30.06.2014 to give agricultural vij connection under Dark Zone Scheme.

On 04.07.2014 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Dineshbhai A. Dabhi complainant appeared himself whereas Shri J.I. Gadhvi, Deputy Engineer of Kathlal S/dn 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. Complainant's father Shri Aatabhai C. Dabhi had applied for new vij connection in LS No.21/2 at village Aral and registered on 17.12.1992 under dark zone scheme.
2. Applicant Shri Aatabhai C. Dabhi had submitted all relevant documents as per rules at the time of application.
3. Applicant Shri Aatabhai C. Dabhi died on 17.07.2000.
4. On dtd.04.04.2012 D.E.(Kathlal) subdivision has informed the complainant to submit fresh documents to consider his application under dark zone scheme.
5. Consequently on dtd.14.05.2012 legal heir of applicant had submitted all relevant documents like 7/12, 8A and Hakkipatruk along with new form at MGVCL Kathlal subdivision office i.e all requirements was fulfilled.

6. In spite of the fact that all relevant documents were submitted by complainant in time at MGVCL Kathlal subdivision office, there was delay by subdivision office to forward it to division office Mehmadaabad and so they couldn't get AG vij connection.
7. Due to delay, complainant is deprived of right to have new AG connection for which he is eligible.

The complainant contended that his father has applied for AG vij connection under dark zone on dtd.17.12.1992 along with submission of all relevant documents. On dtd.17.07.2000 his father died and till that date his application was not processed. After that the complainant had submitted application for change of name. In response to letter of MGVCL dtd.04.04.2012 he had submitted all relevant documents on dtd.14.05.2012. However, he had received a letter from D.E. Kathlal on dated 04.05.2013 about incomplete documents. Subsequently he had submitted all remaining documents in June 2013. Then after he has approached to Mehmadaad division office nos. of time but routine reply was received that his file has yet not been received from Kathlal subdivision office. Due to late processing of his application division has cancelled his application vide L.No.406 dtd.13.01.2014. Complainant stated that due to mistake and late processing by Kathlal sub division office, his application was ultimately cancelled despite the fact that he had fulfilled all the requirements timely as raised from MGVCL side. He requested to consider his application for new Ag connection.

The respondent contended that Complainant's father Shri Aatabhai C. Dabhi had applied for new vij connection in LS No.21/2 at village Aral and registered on 17.12.1992 under dark zone scheme. Complainant's father Shri Aatabhai C. Dabhi died on 17.07.2000. Complainant was informed by D.E., Kathlal subdivision vide letter dated 04.04.2012 to submit fresh documents to consider his application under dark zone scheme. The complainant has submitted documents on dtd.14.05.2012. He was informed to submit remaining documents on 04.05.2013, which were submitted in June'13. Due to heavy work load of AG applications, proposal was submitted to division office on dtd.16.11.2013. On dtd. 25.11.2013 a query was raised by division office which was complied on dtd.06.01.2014. Division office has cancelled complainant's application on dtd.13.01.2014 vide L.No.406 with the reason that compliance to query raised by division office was after lapse of time (i.e. after 2 months) & time limit for old dark zone was already over. Thereafter on getting request from complainant to reopen the case as there is no fault on his part the matter was referred to corporate office without disclosing fact that the delay is on the part of MGVCL hence in absence of such information the corporate may not have approved to review.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainant has well responded MGVCL regarding submission of documents as and when informed. Even complainant had frequently reminded to subdivision/division office for processing his application. Even he has taken timely actions for change of name. MGVCL has not taken actions as per SOP of GERC. There is no fault on the part of complainant so it needs to review.

The forum is of the opinion that as the cancellation of application is on account of delay by MGVCL, complainant's request has merit for consideration.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Dineshbhai Aatabhai Dabhi in LS No.21/2 at Aral, Tal: Kathlal, Dist : Kheda.