

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
MADHYA GUJARAT VIJ CO LIMITED  
CORPORATE OFFICE, 5<sup>TH</sup> FLOOR SP VIDYUT BHAVAN,  
RACECOURSE, VADODARA 390 007**

|                 |                                                                                                 |
|-----------------|-------------------------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-IV-178-2013.14                                           |
| Complainant     | Shri Lavabhai Motibhai Damor At : Eeta, Narpura, Post :<br>Dhatela, Tal: Fatepura, Dist : Dahod |
| Respondent      | Shri Mahesh V Chauhan, Deputy Engineer, Fatehganj<br>s/dn of MGVCL                              |
| Date of hearing | 28.03.14, 04.04.2014 & 11.04.2014 all 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 11.02.14 (recd on 01.03.14) not giving residence meter

On 28.03.14, 04.04.2014 & 11.04.2014 where complainant was absent whereas Shri Mahesh V Chauhan, Deputy Engineer, Fatehganj s/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are as under :

1. The complainant Shri Lavabhai Motibhai Damor At : Eeta, Narpura, Post : Dhatela, Tal: Fatepura, Dist : Dahod had informed that 1 phase line is 5 metres away from his house and from same line 3 nos of residential connections adjoining to his house are given.
2. He has paid Rs.40/- as registration charges on dated 10.12.2013 for single phase residential connection.
3. No work is involved as line & pole is 5 metres away from his house existing since last 15 years.
4. MGVCL has refused to give connection & informed him to bring NA permission to get residential connection in agricultural land.
5. He has requested to give connection as stand taken by MGVCL is not proper.

The respondent contended that during survey, it is found that house of the complainant is in the agricultural land. It is also confirmed that single phase residential connection to 3 to 4 houses in the periphery of 30 to 50 metres are given

from 11 KV Dadhela JGY feeder in past. Even adjacent house of the complainant is also getting power supply from 11 KV Dadhela JGY feeder. As per Circular No.25 of MGVCL if no agricultural connection is given, single phase residential connection cannot be given. Complainant was informed to produce NA permission if residential connection is to be given. It is also informed that if it is required to give connection from nearby pole it is about 25 metres away i.e. it falls under “A” type connection from Dadhela JGY feeder. Upon inquiry, informed by the respondent that there is no nearby Agricultural Dom feeder.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that in past, the residential vij connections were given from Dadhela JGY feeder which is passing nearer to complainant’s house. By refusing to give connection to the complainant, it may lead to theft of power as JGY line is passing nearby. Also, as per policy, residence vij connection in agricultural field cannot be processed if no nearby line from Agricultural DOM feeder is available. However, in this case, nearby houses are getting power supply from Dadhela JGY feeder so MGVCL may review policy decision for giving “A” type connection from JGY feeder as given to adjacent other residents.

In view of the above discussion, the Forum is of the opinion that MGVCL should review the policy in such cases to consider to give residence vij connection in agricultural land under “A” type as adjacent residents are given connection from JGY feeder. It will not incur more cost and by not giving such connection may lead to theft of power from adjacent houses / line.

### **ORDER**

The Forum directs the Madhya Gujarat Vij Co Limited to review policy decision for giving “A” type connection from JGY feeder in respect of Shri Lavabhai Motibhai Damor At : Eeta, Narpura, Post : Dhatela, Tal: Fatepura, Dist : Dahod

**(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>