

**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-169-2013.14
Complainant	Shri Pankajkumar Ramanbhai Patel At : Aantroli Tal: Kapadwanj, Dist : Kheda
Respondent	Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL
Date of hearing	19.3.2014 At Corporate Office, Vadodara

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

The complaint dated Nil received on 15.3.2014 regarding to give agriculture vij connection under Dark Zone Yojna.

On 19.3.2014 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pankajkumar Ramanbhai Patel appeared himself whereas Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are:

1. The complainants father Late Shri Ramanbhai Ambalal Patel had applied for agriculture connection in LS No.711/5 at villlage: Aantroli Tal: Kapadwanj, Dist : Kheda under GP No.20 dtd.26.12.2002.
2. After withdrawal of Dark Zone, letter was written by MGVCL to submit fresh document.
3. Accordingly all documents with change of name and change of circumstances (COC) LS No. 711/5 to 712/3 Paik along with consent for MIS was given by complainant.
4. CoC was approved by MGVCL on 13.8.2013.
5. Complete case was forwarded to GGRC by Kathlal Sub D/n on 29.8.2013
6. FPA is also signed by DE Kathlal against GGRC Work Order No.KH-7228
7. Firm Quotation (FQ) not issued as per instruction of Division Office as the case was pending at GGRC for more than 180 days.
8. All material for installation of MIS is received and verification is also carried out.
9. Complainant has requested to approve his agriculture connection as all the formalities are completed.

The complainant contended that all the formalities against registration under GP No.20 dtd.26.12.2002 at villlage: Aantroli have been carried out. MIS is also installed for

GGRC Work Order No.KH-7228 dtd.7.9.2013 and FPA is also signed by DE Kathlal Sub D/n MGVCL. However FQ is not received. While inquiring at MGVCL, it was verbally informed that his application is cancelled. He has requested to approve his agriculture connection.

The Respondent Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL contended that the complainants father Late Shri Ramanbhai Ambalal Patel had applied for agriculture connection in LS No.711/5 at village: Aantroli Tal: Kapadwanj, Dist : Kheda under GP No.20 dtd.26.12.2002. After withdrawal of Dark Zone, letter was written by Sub Division to submit fresh document. Accordingly all documents with change of name and change of circumstances (COC) LS No. 711/5 to 712/3 Paik along with consent for MIS was given by complainant. CoC was approved on 13.8.2013. Complete case was forwarded to GGRC by Kathlal Sub D/n on 29.8.2013. FPA is also signed by DE Kathlal against GGRC Work Order No.KH-7228. However, FQ is not issued as per instruction of Division Office as the case was pending at GGRC for more than 180 days and his application is cancelled from pending list.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainants father Late Shri Ramanbhai Ambalal Patel had applied for agriculture connection in LS No.711/5 at village: Aantroli Tal: Kapadwanj, Dist : Kheda under GP No.20 dtd.26.12.2002. After withdrawal of Dark Zone, as per instruction of MGVCL to submit fresh document all documents with change of name and change of circumstances (COC) LS No. 711/5 to 712/3 Paik along with consent for MIS was given by complainant. CoC is also approved by MGVCL on 13.8.2013 and complete case papers were forwarded to GGRC by Kathlal Sub D/n on 29.8.2013. FPA is also signed by DE Kathlal against GGRC Work Order No.KH-7228. As such, not to issue Firm Quotation (FQ) under contention that the case was pending at GGRC for more than 180 days is not proper. There is no justified ground including rules / circular to cancel the application.

In view of the above discussion, the Forum is of the opinion that to cancel application on the ground that case was pending at GGRC for more than 180 days is not justifiable. It is an administrative process so applicant should not be deprived of the rights.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Pankajkumar Ramanbhai Patel At:Aantroli (Bhagwanjini Muvadi) 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>