

**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-140-2013.14
Complainant	Shri Pratapbhai Raijibhai Parmar at Ramtalavdi - Betawada, Tal: Kapadwanj, Dist: Kheda
Respondent	Shri R M Patel DE, Kapadwanj REC Sub D/n. MGVCL
Date of hearing	14.02.2014 at Kapadwanj

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

The complaint dated 05.02.2014 regarding to release agriculture vij connection under Dark Zone Yojna.

On 14.02.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pratapbhai Raijibhai Parmar, appeared himself whereas Shri R M Patel DE, Kapadwanj REC Sub D/n 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. The complainants father Shri Raijibahi Nanabhai Parmar had applied for new agriculture connection on 07.04.1992, GP No.156 in Survey No.125 at village Ramtalawdi- Betawada under dark zone.
2. Later he applied under Tatkal scheme, (Tatkal GP register, page No.8, GP No.156), but it was cancelled due to non payment of estimate.
3. A notice was issued by Kapadwanj Rural sub-division office to Shri Raijibahi Nanabhai Parmar vide letter no. KWR/Tech/2384 dated 17.04.2013, stating the reference of previous notice no. 2240 dated

05.05.2012 issued to him, for submission of necessary documents before 30.04.2013 for new agriculture connection under dark zone.

4. The GP register was deteriorated and the case file of Shri Raijibahi Nanabhai Parmar was not traceable in sub-division, a letter was issued by Kapadwanj Rural sub-division office to the complainant Shri Pratapbhai Raijibhai Parmar for submission of records/documents regarding application under Tatkal scheme, estimate received/paid etc if any vide letter no. KWR/Tech/4374 dated 06.09.2013 else his application will be cancelled.
5. MGVCL has cancelled his application.

The complainant contended that the application was registered for Ag. Connection on 07.04.1992 in Survey No.125 and he had not opted to switch over to tatkal scheme as per his knowledge. Change of name from Shri Raijibhai Nanabhai Parmar to Shri Pratapbhai Raijibhai Parmar was asked under changed circumstances due to death of father in the year 2004. All required documents were submitted to Kapadwanj s/dn. He again mentioned that he had not applied under Tatkal scheme. He requested not to cancel his application rather to continue his application's priority in general category as not opted for Tatkal scheme and there is no other electrical connection in the survey no. 125.

The respondent contended that the complainant has registered for new connection on 07.04.1992 in LS No.125. Old record is not available. But from entry on page No.8 of Tatkal register, it was seen that application under Tatkal scheme was made and estimate was issued. But as the pages of register are deteriorated and part portion of page is not available, complainant was asked to submit necessary details of Tatkal application. As no record was submitted by complainant, his application was cancelled vide letter no. KWR/Tech/4374 dated 06.09.2013.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that MGVCL Kapadwanj office had

no record in support of Tatkal application of applicant made in past. Secondly, complainant said that he had not applied under Tatkal scheme. Even if, complainant had switch over to Tatkal scheme and if estimate not paid due to high amount, as per recent practice of continuing original application under normal scheme, his case to be considered under normal scheme. As there is no connection in survey no. 125, application of Shri Pratapbhai Raijibhai Parmar, MGVL should be processed to give Ag Connection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Pratapbhai Raijibhai Parmar in Survey No.125 at village Ramtalawdi- Betawada, Tal: Kapadwanj, Dist: Kheda under Dark Zone scheme.

(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>