

**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-165-2013.14
Complainant	Shri Radatiyabhai Geymabhai Rathwa at Goradpani, Tal: Ghoghamba, Dist : Panchmahal.
Respondent	Shri Kush Varshney DE, Ghoghamba Sub D/n. MGVCCL
Date of hearing	19.03.2014 at Corporate Office, Vadodara

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

The complaint dated NIL received on 14.03.2014 regarding meter installed but not to release agricultural vij connection.

On 19.03.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was absent, whereas Shri Kush Varshney DE, Ghoghamba Sub D/n. MGVCCL appeared as respondent on behalf of MGVCCL before the Forum.

The brief details of the case are :

1. The complainant had paid Rs.2680/- on 8.12.2009 at MGVCCL Devgadhi Baria Office for Agriculture Connection at village Goradpani, Tal: Ghoghamba(old Devgadhi Baria)
2. The meter is also installed on 25.12.2013
3. However connection is not released till date but he has received bill for making payment.
4. The complainant has requested to release three phase power immediately.

The respondent contended that the complainant had paid agriculture estimate amount on 21.12.2009. After work completion, two month notice (TMN) was issued on 15.5.2012 as Test report was not submitted by complainant. After completion of TMN period, the case file was sent for further processing as per rules on 30.7.2012. The complainant had submitted Test Report on 21.12.2012 after completion of TMN period. The H-3 form was received from Devgadhi Baria REC Office and the connection was unconnected released on 12.2.2013. The complainant had approached Sub D/n on 21.07.2013 for receipt of bill without meter. Due to new office being created at Ghoghamba Sub D/n, and agriculture connection release work being carried out by Devgadhi Baria REC Office, he was not aware of actual status of connection as work involved was laying of 3.5 KM HT line. Hence meter was installed by Sub D/n on 26.12.2013. On getting representation from complainant regarding no power supply, line patrolling was carried out and found that conductor of 8 to 10 span was stolen. Hence FIR was lodged on 28.01.2014. The line work is completed and connection is released on 18.3.2014.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that complainant had submitted Test report on

21.12.2012. Hence after submission of TR, connection should have been immediately released by MGVL which was actually released on 18.03.2014. Minimum bill issued as unconnected consumer upto 18.03.2014 is not proper. The applicant has given Test Report on 21.12.2012 but due to administrative procedure the release of connection is delayed so from submission of test report to release of connection. MGVL cannot recover minimum charge bill as unconnected consumer.

The Forum is of the opinion that, the complainant is not at fault after submission of TR on 21.12.2012. Hence, bill issued without release of connection thereafter should be withdrawn by MGVL till actually released dated 18.3.2014. Bills for the period from unconnected release to submission of test report period i.e. from 16.07.2012 to 21.12.2012 are only liable for recovery.

O R D E R

The Forum directs the Madhya Gujarat Vij Co Limited to revise the bills issued to complainant Shri Radatiyabhai Geymabhai Rathwa at Goradpani, Tal: Ghoghamba, Dist : Panchmahal, for the period 16.07.2012 to 21.12.2012. Bills issued thereafter should be withdrawn.

(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>