

**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-131-2013.14
Complainant	Shri Ramanbhai Chhaganbhai Bhoi at Chorawali Fali, Aantarsuba, Tal: Kapadwanj, Dist : Kheda
Respondent	Shri R M Patel DE, Kapadanj Rural Sub D/n. MGVCL
Date of hearing	31.01.2014 at Kapadwanj s/dn

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

The complaint dated 24.01.2014 regarding to give agricultural vij connection.

On 31.01.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Ramanbhai Chhaganbhai Bhoi appeared himself, whereas Shri R M Patel DE, Kapadanj Rural 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 :

1. The complainant had applied for Agriculture Connection under Dark Zone area on 15.10.2012 in L S No.237, Khata No.73 at village Antarsumba, Tal:Kapadwanj.
2. His application was registered under Criteria "C"(having existing Bore in LS)
3. The site was verified by JE TMS Anand City s/dn on 22.10.2013.
4. During site survey no existing bore was found in LS No.237. The survey report signed by the Junior Engineer and the complainant / applicant.
5. The complainant was informed by s/dn through RPAD letter dtd.30.11.2013 that application registered under "C" category, but during site survey, the bore was not found in LS No.237. Hence, the application is transferred to "No Bore" category i.e. "D" category.
6. The complainant has requested to consider his case under Criteria "C" as he is having bore in LS No.237.

The complainant contended that he had applied for Agriculture Connection under Dark Zone area on 15.10.2012 in L S No.237, Khata No.73 at village

Antarsumba, Tal:Kapadwanj. He had applied under Criteria “C”(having existing Bore in LS). He had received letter by Sub D/n dtd.30.11.2013 informing that he had registered application under “C” category, but during site survey, the bore was not found in LS No.237, hence his application is transferred to “No Bore” category i.e. “D” category. He has submitted revised 7/12 dtd. 2.12.2013 and Form No.16 dtd.25.11.2013 with the signature of Deputy Mamlatdar, Kapadanj, mentioning “Ring Bore” as water source for farming on 7.12.2013. He has also submitted certificate from Talati Cum Mantri Village Antarsumba that the bore is having sufficient water in LS No.237 with the signature of Panch. As such requested to consider his case under Criteria “C” as he is having bore in LS No.227

The Respondent Shri R M Patel contended that the complainant had applied for Agriculture Connection under Dark Zone area on 15.10.2012 in L S No.237, Khata No.73 at village Antarsumba, Tal:Kapadwanj. He had registered his application under Criteria “C”(having existing Bore in LS). The site was verified by JE TMS Anand City D/n. on 22.10.2013. During site survey no existing bore was found in LS No.237. The site survey form was filled up by JE and signature of complainant was taken in the form mentioning that bore is not existing in site. There after he was informed by Sub D/n through RPAD letter dtd.30.11.2013 that though he had registered application under “C” category, but during site survey, the bore was not found in LS No.237, hence his application is transferred to “No Bore” category i.e. “D” category. The complainant has submitted 7/12 dtd. 2.12.2013 and Form No.16 dtd.25.11.2013 with the signature of Deputy Mamlatdar, Kapadanj, mentioning “Ring Bore” as water source for farming after survey. As such application transferred to “D” category is as per guideline

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant had wrongly registered his application under Criteria “C” on dtd. 15.10.2012 in L S No.237. During site survey on 22.10.2013 it was observed that he is not having bore and complainant has also signed in the site survey report confirming that he is not having bore in LS No.237

In view of the above discussion, the Forum is of the opinion that the decision taken by MGVCL to transfer complainant’s application from “C” category to “D” category is in order.

ORDER

The Forum directs the complainant Shri Ramanbhai Chhaganbhai Bhoi at Chorawali Fali, Aantarsuba, Tal: Kapadwanj, Dist : Kheda that the decision of Madhya Gujarat Vij Co Limited to transfer his application to “D” category is in order.

(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>