

**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-124-2013.14
Complainant	Shri Samantsinh Vanvirsinh Bhati At & Post : Antisar, Tal: Kapadwanj, Dist : Kheda
Respondent	Shri R M Patel, Deputy Engineer of Kapadwanj REC S/dn of MGVCL
Date of hearing	10.01.2014 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 06.01.2014 regarding to give agricultural vij connection under Dark Zone Yojana.

On 10.01.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Samantsinh Vanvirsinh Bhati appeared himself, whereas Shri R M Patel, Deputy Engineer of Kapadwanj REC S/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Shri Jaiswal Manubhai Shahbuddin had applied for new vij connection in LS No.1603 at village Antisar and registered as GP No.74/1997 on 13.03.1997.
2. Process for change of name on the name of Shri Samantsinh Vanvirsinh Bhati and change of survey No.1603 to 1603/1 completed.
3. GGRC had auto cancelled the work order No.KH 5299 due to non-receipt of payment against work order within 180 days.
4. MGVCL has cancelled application due to non payment of GGRC work order.
5. GGRC has regenerated work order No.KH 8716.
6. The applicant has neither received old WO No.KH 5299 nor any intimation for payment. After follow up WO No.KH 8716 issued by GGRC but the MGVCL has informed that based on auto cancellation of previous WO No.KH 5299, his application is already cancelled.

7. The applicant has requested the forum to give justice as no intimation of WO No.KH 5299 received by him and not informed by any offices / Agency.

The complainant contended that he is unknown for the WO No.KH 5299 issued by GGRC. Upon frequent inquiries to various offices and contracting agency, he got copy of WO KH 8716 but MGVCCL has informed that his application is already cancelled by the GGRC due to no action on their WO No.KH 5299 within time limit of 180 days. He is unaware of such activities and requested to consider his application to process and allow for making payment against GGRC WO No.KH 8716.

The respondent contended that Shri Jaiswal Manubhai Shahbuddin had applied for new vij connection in LS No.1603 at village Antisar and registered as GP No.74/1997 on 13.03.1997. Process for change of name on the name of Shri Samantsinh Vanvirsinh Bhati and change of survey No.1603 to 1603/1 completed. All necessary documents were sent to GGRC and WO No.KH 5299 was issued by GGRC. Technical sanction was issued on 09.10.2013 provided micro irrigation system is implemented. GGRC has cancelled his WO No.KH 5299 after laps of 180 days on the basis of non-completion of FPA by the applicant. MGVCCL also cancelled his application for non payment of GGRC work order.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that work order generated by GGRC is addressed to Agency with a copy to MGVCCL and no intimation is given to the applicant. Forum noted the lacuna in processing the application by GGRC. As the complainant is not aware of earlier work order and time limit there in, his application has for merit for consideration.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Samantsinh Vanvirsinh Bhati at At & Post : Antisar, Tal: Kapadwanj, Dist : Kheda. The Forum also directs GGRC to give intimation to the applicant by RPAD so that such type of issue does not arise in future.

(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>