

**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-II-52-2014.15
Complainant	Shri Sanjay Manilal Rohit, A 44, Indralok Society Induchacha Gali, TP:13 Road, Chhani Jakat Naka, Vadodara
Respondent	Shri Y M Jinia, Deputy Engineer & Smt H B Dave, Senior Assistant of Fateghganj s/dn of MGVCL.
Date of hearing	28.08.2014 at Vadodara

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

The complaint dated NIL received on 25.08.14 regarding not giving residence vij meter after disconnection.

On 28.08.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Sanjay Manilal Rohit appeared on behalf of complainant Shri Natvarbhai Ambalal Vankar whereas Shri Y M Jinia, Deputy Engineer & Smt H B Dave, Senior Assistant of Fatehganj s/dn 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. Complainant is having house at A-13 Saraswatinagar, Navayard, Chhani, Vadodara, consumer No.15228 / 01074 /2.
2. Nobody was residing in the house since last three years.

3. The electric connection is in the name of Shri Natvarbhai Ambalal Vankar and meter removed on 20.03.2014 due to non-payment of bills since long.
4. Reconnection charge of Rs.100/- along with arrears of Rs.580/- was paid on 27.03.2014.
5. MGVCL has refused to reconnect the connection as connection is permanently disconnected.
6. Complainant had requested to reconnect the connection as arrears amount with reconnection charges is paid.

The representative of the complainant contended that nobody was residing in the old house at A-13 Saraswatinagar, Navayard, Chhani, Vadodara since last three years. He had informed that lump-sum amount was paid by him earlier but there after payment was not made since long. He came to know through neighbour telephonically on 27.03.2014 that meter is removed by MGVCL so he had arranged to make payment of Rs.580/ as arrears and Rs.100/- as reconnection charges. He had approached local sub-division office of MGVCL to reconnect but refused to reconnect the connection though reconnection charges are recovered. His urge is to reconnect the disconnected connection.

The respondent contended that payment made by the consumer was Rs.47/- on 24.12.2010 and thereafter last payment on 10.02.2012 of Rs.205/ was made. While monitoring time barred cases through time barred report sheet in the month of November 2013, arrears of Rs.424/- was reflected against the

consumer Shri Natvarbhai Ambalal Vankar. Therefore, connection was disconnected on 03.02.2014 and noted last reading 2248 units. CC No.345 was issued on 05.02.2014 which was returned as nobody was residing. PDC notice issued on 18.03.2014 and made actual PDC on 20.03.2014. Legal notice was issued on 24.03.2014 which was returned. Connection was made PDC in ledger on 20.03.2014. He had informed that all steps taken by MGVCL are as per the rules for making connection PDC and reconnection cannot be considered. Reconnection charges accepted by Cashier are considering general case for disconnection of the connection due to arrears but in residential PDC cases, reconnection charges are not being taken up and not reconnected.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the consumer has not informed either for change of address or locked house for longer period also neither paid regular bills nor advanced payment to avoid such PDC consequences. After last payment on 10.02.2012, consumer has not made any payment of bill issued and the action taken by MGVCL is in line with the norms.

In view of the above discussion, the Forum is of the opinion that the Shri Natvarbhai Ambalal Vankar had to apply for new connection if at all connection is required. Reconnection charge of Rs.100/ accepted towards reconnection may be refunded to the consumer.

ORDER

The Forum directs the Shri Sanjay Manilal Rohit, A 44, Indralok Society Induchacha Gali, TP:13 Road, Chhani Jakat Naka, Vadodara, that action taken by MGVCL not to reconnect the connection is in order. Forum directs the

Madhya Gujarat Vij Company Limited to refund Rs.100/- as reconnection charges accepted towards reconnection.

(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>