

**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-167-2013.14
Complainant	Shri Shanabhai Jethabhai Vankar At & Po : Betawada, Tal: Kapadwanj, Dist : Kheda
Respondent	Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL
Date of hearing	19.3.2014 At Corporate Office, Vadodara

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

The complaint dated 11.3.2014 regarding to give agriculture vij connection under Dark Zone Yojna.

On 19.3.2014 the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Shanabhai Jethabhai Vankar appeared himself whereas Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL 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 in LS No.160 at village: Betawada Tal: Kapadwanj, Dist : Kheda under GP No.70 dtd.29.08.1995.
2. After withdrawal of Dark Zone, letter was written by MGVCL on 17.5.2012 to submit fresh document again given notice on dated 24.04.2013 and 27.05.2013 to submit required documents.
3. All documents received on 28.5.2013 along with consent for MIS.
4. Complete case was forwarded to GGRC by Kapadwanj Rural Sub D/n on 13.6.2013
5. FPA is not signed by MGVCL as per instruction of Division Office as the case was pending at GGRC for more than 180 days.
6. Complainant has requested to approve his agriculture connection.

The complainant contended that he had applied for agriculture connection on 29.8.1995. After receipt of letter from MGVCL dtd.17.5.2012, documents were submitted to MGVCL office. There after balance documents were also submitted as per MGVCL instruction. Due to illiterate, he was not aware of MIS system.

After inquiring at Kapadwanj office, he came to know that after payment of GGRC work order, FPA is required to be carried out. Accordingly he made payment of Rs.13500/- at MIS supplier M/s Krishna Irrigation and went to Sub D/n office for signing of FPA on stamp paper of Rs.100/-. However, MGVCL Kapadwanj office refused to sign FPA and informed that his application is cancelled as more than 180 days have been over in GGRC. He has requested to approve his agriculture connection as he has got turn after 20 years and there is no other agriculture connection in his LS number.

The Respondent Shri R B Vankar JE Kapadwanj REC Sub D/n MGVCL contended that the complainant had applied for agriculture connection in LS No.160 at villlage: Betawada Tal: Kapadwanj, Dist : Kheda under GP No.70 dtd.29.08.1995.

After withdrawal of Dark Zone, letter was written to complainant on 17.5.2012 to submit fresh document. Thereafter again written a letter on 24.04.2013 & 27.05.2013. After follow-up, all documents were received on 23.5.2013 along with consent for MIS. Complete case was forwarded to GGRC on 13.6.2013. FPA is not signed as per instruction of Division Office as the case was pending at GGRC for more than 180 days and his application was cancelled from pending MIS list.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the complainant has made payment against GGRC Work Order so MGVCL denial to sign FPA under contention that the case was pending at GGRC for more than 180 days is not proper. There is no justification including rules / circular to cancel the application in case of no response from GGRC within 180 days.

In view of the above discussion, the Forum is of the opinion that to cancel application on the ground that case was pending at GGRC for more than 180 days is not justifiable. It is a administrative process, so the applicant should not be deprived for the rights.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process for new agriculture connection to complainant Shri Shanabhai Jethabhai Vankar At & Po : Betawada Tal: Kapadwanj, Dist : Kheda

(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>