

**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-3-2014.15
Complainant	Shri Shankarsing Ratansing Waghela At. Poicha Tal: Savli, Dist : Vadodara
Respondent	Shri S. A. Solanki, D.E. Manjusr S/dn of MGVCL
Date of hearing	04.04.2014 at Vadodara

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

The complaint dated 02.04.2014 regarding load extension of NRGp connection and to connect the connection on JGY feeder.

On 04.04.2014, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Shankarsing Ratansing Waghela appeared himself, whereas Shri S A Solanki, Deputy Engineer of Manjusr S/dn of MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. Shri Shankarsing Ratansing Waghela is bearing an NRGp connection, consumer no. 19239/00391/6 at village Poicha (R) with contract demand of 0.5 KW released on 03.03.2004. He applied for load extension of the NRGp connection from 0.5 KW to 4.0 KW (i.e. 3.5 KW rise in contract load) at village Poicha(R) on 14.08.2013.
2. Estimate was issued by Manjusr s/dn after approaching s/dn office 5 to 7 times.
3. Five months have lapsed but till date neither transformer is erected nor any action taken for releasing additional load.

4. At present, he is facing low voltage at his existing connection due to which he had incurred loss of Rs.35000/-
5. The complainant has also complained to higher authority of MGVCL.
6. He had requested to give Poultry farm connection from JGY feeder.

The complainant contended that he had applied for load extension of his NRGp connection from 0.5 KW to 4.0 KW (i.e. 3.5 KW rise in contract load) at village Poicha(R) on 14.08.2013. He paid the estimate of Rs. 5200/- on 22.10.2013 but till day no action has been taken by MGVCL. He also informed that as printed on his electricity bill, his connection is on 11 KV Rania JGY feeder, so the load extension has to be released on the JGY feeder. As he has been paying all electricity bills from JGY feeder, his connection is to be shifted on 11 KV Rania JGY feeder. At present, his connection is on Ag feeder so he is facing low voltage problems which has led to a loss of Rs. 35000/- by damage to his equipments. He requested to give power with additional load at the earliest from JGY feeder.

The respondent contended that Shri Shankarsing Ratansing Waghela, bearing an NRGp connection, consumer no. 19239/00391/6 at village Poicha (R) with contract demand of 0.5 KW was released on 03.03.2004 & applied for load extension of the NRGp connection from 0.5 KW to 4.0 KW on dated 14.08.2013. An estimate of Rs. 5200/- was issued which was paid by him on dated 22.10.2013. The work involved was erection of 1 no. of 5 KVA T/c and 0.020 Km of 1ph 2W LT on 11 KV Dodka - Ag Dom feeder. While execution of work, an objection was raised by a land owner Shri Rajendrasingh Jitsingh Waghela, where the T/c was to be erected. He had objected as there are already two numbers of double pole structures erected in his land. Efforts were made by D E / J E to settle the objection by contacting local people and SPGP personally but not succeeded. Complainant was also asked to cooperate to get clear the objection raised by Shri Rajendrasingh A Waghela but he could not get it resolved. Hence, as an alternative, resurvey was carried out as per complainant's request to check possibility of rerouting. Accordingly, technical sanction was revised. Further, the connection of complainant was on 11 KV Rania feeder since date of release i.e. 03.03.2004. Later under Jyotigram Scheme feeder bifurcation was carried out. As the connection is in Ag land it was connected on new 11 KV Dodka Ag Dom feeder. However, instead of 11 KV Dodka Agricultural feeder, 11 KV Rania feeder is being printed on bills which is corrected. The work of re-routed line erection will be carried out within a week.

A guideline for release of stable farm connection has been issued by GUVNL vide letter No.GUVNL/Tech/2317 dated 23.9.2013 and CE (T&O) MGVCL vide letter No.S E (O)/A C E (CC)/2997 dated 25.9.2012 clarifying that any commercial connection cannot be released in agricultural land. Similarly, a guideline has been issued for giving poultry farm connection on dated 25.2.2013 by corporate office that "Poultry farm connection upto 3 KW load only can be given in agricultural land from Agricultural Dom feeder only". So, the demand to give NRGp connection from JGY feeder cannot be entertained.

The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that the connection was on 11 KV Rania feeder since date of release i.e. 03.03.2004 (At that time JGY scheme was not in force and the feeder is supplying power to agricultural as well as to village). Thereafter, under Jyotigram Scheme feeder bifurcation of Rania feeder into Rania JGY and Dodka Agricultural Dom feeder was carried out. The connection being in Ag land was connected to new 11 KV Dodka Ag feeder. Moreover, if the JGY feeder is extended to the Ag land then the very purpose of JGY scheme of the State Government will get defeated.

In view of the above discussion, the Forum is of the opinion that the action taken by the MGVCL to reroute line is in positive direction and to continue the connection on Agricultural Dom feeder is in order.

ORDER

The Forum directs MGVCL to process application of Shri Shankarsinh Ratansinh Waghela for consumer no. 19239/00391/6 at village Poicha (R), Tal: Savli, Dist : Vadodara, for load extension as per prevailing norms of the company.

(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>