

CGRF formed under the provision of IE Act 2003, sub clause 42(5) as well
Notification No.2/2011 of GERC (CGRF & Ombudsman)

**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-22-2019-20
Complainant	The Charan Ni Muvadi Dudh Utpadak, Sahakari Mandali Ltd, Vill: Charan Ni Muvadi, Post: Nanarajanpur, Tal: Kadana, Dist: Mahisagar
Respondent	Shri Gajjar, Deputy Engineer, Kadana s/dn of MGVL.
Date of hearing	18.01.2020 at Godhra Circle Office

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Mr A G Shaikh, Nadiad
Technical Member	Shri M T Sangada, (RA&C) MGVL Vadodara

The complaint dated 26.12.2019 (recd on 03.01.2020) regarding large difference in estimate dated 05.04.19 amounting to Rs.24,940/- & 08.11.19 amounting to Rs.91,257/- for same connection and same proposed infrastructure.

1.0 On 18.01.2020, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Pravinbhai Nathabhai Machhi appeared on behalf of complainant The Charan Ni Muvadi Dudh Utpadak, Sahakari Mandali Ltd, Vill: Charan Ni Muvadi, Post: Nanarajanpur, Tal: Kadana, Dist: Mahisagar whereas Shri Gajjar, Deputy Engineer, Kadana s/dn appeared as respondent on behalf of MGVL before the Forum. Both the parties were heard.

2.0 The brief history of the case is as under:

- 2.1 Registration for 8 KW contract demand NRGP connection outside gamtal area in ag land was made on 15.04.2019 by Chairman, The Charan Ni Muvadi Dudh Utpadak, Sahakari Mandali Ltd, Vill: Charan Ni Muvadi, Post: Nanarajanpur, Tal: Kadana, Dist: Mahisagar.
- 2.2 After necessary survey, FQ amounting to Rs.24940/- was issued on 16.04.2019 under B category having proposed LT line 0.130 Km.
- 2.3 Due to non-availability of fund, estimate could not be paid in time even after getting time limit extension and application was treated as cancelled.



- 2.4 Once again on 08.11.2019, re-registration was made but FQ was issued amounting to Rs.91,257/- under C category having proposed LT line 0.130 Km and augmentation of transformer from 25 KVA to 63 KVA.
- 2.5 Aggrieved by two different estimates for same connection with same load and infrastructure party approached CGRF Vadodara to intervene.
- 3.0 The representative of the complainant contended that
- 3.1 Application was registered for 8 KW NRGP connection for BMC (bulk unit) on 15.04.2019 and FQ was received of Rs.24,940/- dated 16.04.2019, payment could not be made due to non-availability of fund.
- 3.2 Once again on 08.11.2019, re-registration was made but FQ was issued amounting to Rs.91,257/-.
- 3.3 They also contended that even though connection was asked for same load and same place. Estimate found almost three times higher then previous one.
- 3.4 They have contacted s/dn office to clarify regarding abnormal estimate but they could not get proper reply and hence force to approach CGRF Vadodara for natural justice.
- 4.0 The respondent contended that
- 4.1 As there is existing 63 KVA transformer at Charan Ni Muvadi from which survey was carried out under B category by proposing 0.130 Km LT line to give supply to The Charan Ni Muvadi Dudh Utpadak, Sahakari Mandali Ltd, Vill: Charan Ni Muvadi, Post: Nanarajanpur, Tal: Kadana, Dist: Mahisagar. As the connection was asked in Ag land outside gamtal area, line charge was considered in FQ.
- 4.2 Due to non-payment of FQ, application was treated as cancelled.
- 4.3 The same application was re-registered on 08.11.2019 but through oversight, augmentation of transformer from 25 KVA to 63 KVA, was proposed and hence FQ amount was increased to Rs.91,257/-.
- 4.4 Dy Engineer, Kadana s/dn has also contended that on existing 63 KVA transformer, demand recorded is only 8 to 10 KW.



5.0 The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that

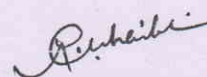
5.1 Wrong estimate was issued due to lethargy of concerned SDO and hence complainant compelled to appeal at CGRF which is not good in the part of MGVCL.

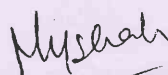
5.2 It is also seems from technical para meter that connection can be given on existing transformer by erecting only 0.130 LT line.

ORDER

6.0 The Forum members directed respondent Dy Engineer, Kadana s/dn of MGVCL to resurvey the site and after looking to present technical parameters if no changes found as per previous proposal, revise the estimate considering B category in respect of complainant The Charan Ni Muvadi Dudh Utpadak, Sahakari Mandali Ltd, Vill: Charan Ni Muvadi, Post: Nanarajanpur, Tal: Kadana, Dist: Mahisagar. As the connection was asked in Ag land outside gamtal area, line charge was considered in FQ.


(M T Sangada)
Technical Member


(A G Shaikh)
Independent Member


(Smt Mala Y Shah)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach Ombudsman only after payment of minimum 33% of the bill amount issued to the party in question. **The Office address of the Ombudsman is :** The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 in accordance with Clause No.2.63 Chapter-2 of GERC Notification No.2 of 2011.

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>

