

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-25-2017-18
Complainant	Shri Bhalchandra P Barve, Behind Vadi Gitamandir, Near Idgah Ground, Vadodara - Representative Shri Rajendra Barve, C-75, Akshardham Duplex, Near Subodhnagar, Manjalpur, Vadodara
Respondent	Shri H M Prajapati Deputy Engineer of Wadi s/dn of MGVCL.
Date of hearing	19.01.2018 at Vadodara

QUORUM	NAME
Chairperson	Smt Mala Y Shah, Ahmedabad
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri B J Upadhyay CE (T&O) MGVCL Vadodara

The complaint dated 19.10.17 made to GERC regarding disconnection of residence vij supply and improper preparing energy bill (Letter No.GERC/Tech/5017/5717/2156 dated 19.12.2017 (recd on 22.12.2017) alongwith complainant's application dt 19.10.2017) & complaint dated 04.01.18 regarding services of field engineers & other issues of MGVCL

On 19.01.2018, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Rajendra Barve appeared on behalf of complainant Shri Bhalchandra P Barve whereas Shri H M Prajapati Deputy Engineer of Wadi s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief history of the case is as under:

1. Consumer No.14457 / 00183 / 0, Tariff RGPU load 0.5 KW & Date of connection 10.05.1988 under Wadi s/dn of Baroda City circle in the name of Shri Bhalchandra P Barve.



2. Complainant had paid the bill of Rs.1228.04 through ATP machine at Vadi office on 04.10.17. On the basis of 134 PRT generated and Disconnection Order for outstanding dues on 03.10.17 was issued.

3. Disconnection order of the said consumer in question was operated for disconnection on 05.10.17.

4. Consumer has paid the bill on 04.10.17.

5. During the operation of disconnection order, consumer was not available on spot & no verification could be made available for bill payment so concerned line-staff had disconnected supply of said consumer.

6. On the same day consumer had represented with the receipt of bill payment made through ATP machine on 04.10.17 to s/dn. After due verification of payment, said connection was reconnected immediately without any penalty or reconnection charges.

The issue was settled on the same day.

The representative of the complainant contended that inspite of his bill payment made through ATP machine, field office has issued the disconnection order and his connection was disconnected as a arrears. Secondly, he also addressed the various issues like (1) pending huge outstanding of government offices etc., (2) Existing bill should be modified with the disconnection notice and (3) system for updation of payment made by ATP machine to be made immediately.

Further complainant contended that he has requested to keep lawyer with him during hearing. In this context, a reply has also been given that under clause No.2.40 of (CGRF & Ombudsman) Regulations, 2011, Notification No.: 2 of 2011 **"A Complainant, Distribution Licensee or any other person who**



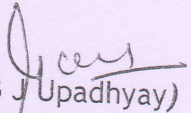
is a party to any proceedings before the Forum may either appear in person or authorize any person other than an Advocate (within the meaning of the Advocates Act, 1961) to present his/her case before the Forum and to do all or any of the acts for the purpose". This was also reiterated by Chairperson.

The respondent contended that there is a problem that bill paid in ATP machine are not updated immediately. The consumer in question who had made payment on 04.10.17 was not updated immediately so on the basis of 134 PRT having status of outstanding arrears of the consumer as on 03.10.17, disconnection order was issued for this consumer. Therefore, power supply was disconnected but after information, by the party that he has already made payment and showed the requisite documents. Immediately afterwards, MGVCL had reconnected his power supply without recovery of reconnection charges.

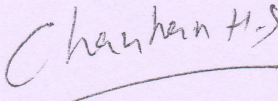
The Forum Members present at the hearing considered contention of both the parties and perused the records and observed that action taken by respondent MGVCL is in order.

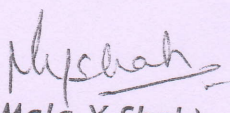
ORDER

The Forum directs the complainant Shri Bhalchandra P Barve, Behind Vadi Gitamandir, Near Idgah Ground, Vadodara (Representative Shri Rajendra Barve, C-75, Akshardham Duplex, Near Subodhnagar, Manjalpur, Vadodara) since the connection was reconnected without reconnection charges so Forum feel that there is now no grievances about disconnection of supply pending with the consumer. Actions taken by respondent MGVCL are in order and convincing.


(B J Upadhyay)
Technical Member

PS :


(Harsha S Chauhan)
Independent Member


(Smt Mala Y Shah)
Chairperson



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>

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum as mentioned above.

Thanking You,



Yours Sincerely,
For & on behalf of CGRF

(B. C. Majumdar)
Convener

Encl: As above

Copy along with order to

ETA to MD MGVCL, Civil Office, Vadodara

CE (Tech) MGVCL, Civil Office, Vadodara

Copy to

SE (Tech) MGVCL - LG Vadodara

EE (Tech) MGVCL DO Laibaug

DE Vadodra

He is requested to submit Action Taken Report within 7 days from the date of issue of this letter.