

Consumer Grievances Redressal Forum

(Formed Section 181, Sub-section (C) of the section 42 of The Electricity Act, 2003 and Regulatory (GERC) Notification No. 4 of 2004).

MADHYA GUJARAT VIJ CO LIMITED

Circle Office, Bhuravav Road, Power House, GODHRA – 389 001.

Email Id: cgrf.godharaco@gebmail.com

N.C. Vaidya

Contact No: 98792-02444

Ref. No: GDC/O&M/EE(T)/CGRF/Hearing/2021-22/7421

Date: 23-Sept-2021

Complaint No: MG-GDR-II-3 / 2021-22

To
Smt. Pushpaben Narayandas Kalwani
At Sindhi Chal, Power House,
Village: Godhra, Ta: Godhra (Dist. PMS)

Subject: Your grievances regarding adding old owner meter bill

Reference: Your application dated 14/07/2021 (Received on 22/07/2021)

Dear Sir/Madam,

Enclosed herewith please find the order of the Consumer Grievances Redressal Forum, MGCVCL, Circle Office, Godhra as mentioned above.

Thanking you,

Yours Sincerely
For & on behalf of CGRF



(NC VAIDYA)
Convener

Encl. As above

Copy fwcs along with order to:

1. ETA to MD MGCVCL Corp Office, Vadodara
2. C E (Proj) MGCVCL Corp Office, Vadodara
3. ACE (R&C) MGCVCL, Corp Office, Vadodara

Copy to:

1. SE (O&M), MGCVCL, CO, Godhra
2. EE (O&M), MGCVCL, D.O., Godhra
3. DE MGCVCL, Rural Sub-division, Godhra ®.

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

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
CIRCLE OFFICE, POWER HOUSE COMPOUND,
GODHRA - 389 001.**

Subject	Consumer Grievances Complaint No.MG-GDR-II-3 / 2021-22
Complainant	Smt Pushpaben Narayandas Kalwani
Respondent	Shri H.H. Patel, Junior Engineer, MGVL, Sub-division Office, Godhra Rural.
Date of hearing	27/08/2021 at MGVL, Circle Office, Godhra.

QUORUM	NAME
Chairperson	Shri A.G. Shah, Nadiad
Independent Member	Shri D.I. Patel, Baroda

The complaint dated 14/7/2021 received at MGVL, Circle Office on 15/7/2021 from Smt. Pushpaben Narayandas Kalwani regarding debit of bill amount Rs. 95,179=00 in the consumer No: 07637/05630/9. The MGVL CGRF, Godhra has called both the parties on 27/8/2021 and on behalf of Smt. Pushpaben, Shri Jitendra Narayandas Kalwani and Junior Engineer Shri H.H. Patel Godhra Rural Sub-division attended the Forum.

1.0 The brief history of the complaint is as under:

1.1 Smt. Pushpaben Narayandas Kalwani vide application dated 14/7/2021 represented that they have credit of Rs. 0.42 in the month of January-February-2021. In the month of March-April-2021 they found outstanding dues as Rs. 95,177-64 with total amount of bill as 1,00,279=92.

1.2 She states that she is the new owner of the property and this is old dues so MGVL has wrongly added this amount in my bill and I am not responsible to pay this amount and request for prompt response from MGVL.

2.0 Representation from the applicant:

2.1 On 27/8/2021, Shri Jitendra Narayandas Kalwani, son of Smt. Pushpaben Narayandas Kalwani attended the Forum.

2.2 When the applicant i.e. Smt. Pushpaben Narayandas Kalwani started to live in this property - residence. MGVL has removed the connection and there was no power supply in the house.

2.3 The party approached the MGVL for power supply and MGVL informed to pay Rs. 32,000=00 and Shri Dineshbhai paid Rs. 32,000=00 by cheque to MGVL and MGVL restored the power supply.



- 2.4 Then after, the party is paying electricity bill regularly. The bill reflects the name of old party Shri Neet Sunilkumar Shah and hence Smt Pushpaben Narayandas Kalwani is required to change the name from Shri Neet Sunilkumar Shah to Smt. Pushpaben Narayandas Kalwani.
- 2.5 Smt. Pushpaben Narayandas Kalwani has submitted the Sale-deed of House from Shri Dineshkumar Bhagwandas Ganwani for the amount of Rs. 18.00 lakhs vide Dastavej No: 8266 dated 26/12/2019.
- 3.0 The MGVCL Representative has responded as below:
- 3.1 Junior Engineer, Shri H.H. Patel stated that MGVCL has charged Rs. 95,177=64 against the recovery of temporary connection provided to Shri Neet Sunilkumar Shah earlier.
- 4.0 The CGRF Members have come to the following conclusion:
- 4.1 Shri Neet Sunilkumar Shah has sold property No: 44-45-46 located at Vavdi (Buzarg) Land Survey No: 79 on 12/10/2017 to Shri Dineshkumar Bhagwandas Ganwani vide Dastavej No: 5120 dated 2017.
- 4.2 Shri Dineshkumar Bhagwandas Ganwani have sold the property bearing No: 44-45-46 located at Vavdi (Buzarg) Land Survey No: 79 to Smt. Pushpaben Narayandas Kalwani vide Dastavej No. 8266 dated 26/12/2019.
- 4.3 As stated by the applicant earlier, Shri Dineshkumar has paid Rs. 32,000/- as outstanding dues to MGVCL by cheque as Shri Dineshkumar sold property to Smt. Pushpaben Narayandas Kalwani and MGVCL has restored the supply.
- 4.4 For outstanding dues of Rs. 95,177=64, MGVCL have stated that the outstanding dues is against recovery of temporary connection which was issued to Shri Neet Sunilkumar Shah. Shri Neet have paid the outstanding dues of temporary connection by cheque but the cheque was not cleared hence the outstanding dues is pending to be paid by Shri Neet Sunilkumar Shah. No debit is effected after return of cheque. MGVCL have issued neither Notice to Shri Neet Sunilkumar Shah Under Section 138 nor lodged FIR for return of cheque.
- 4.5 MGVCL has recovered Rs. 7,000/- as deposit at the time of release of temporary connection issued to Shri Neet Sunilkumar Shah. Temporary connection to Shri Neet Sunilkumar Shah was released on 6-01-2017 and was disconnected on 26-01-2018.
- 4.6 After that the temporary connection is finalized in February-2021 as per Executive Engineer, Godhra Letter No: GDR/Rev/1010 dated 25/2/2021 and then after the recovery is effected in the above consumer.
- 4.7 From the Dastavej, it can be observed that Shri Neet Sunilkumar Shah has sold the property to Shri Dinesh Bhagwandas Ganwani on 12/10/2017 vide registered Dastavej No. 5120 and said property is sold by Shri Dinesh



Bhagwandas Ganwani to Smt. Pushpaben Narayandas Kalwani vide Dastavej No. 8266 dated 26/12/2019. This shows that property is transferred from original party to 2 Nos. of party. At the time of power supply to Smt. Pushpaben Narands kalwani, Shri Dineshbhai has paid Rs. 32,225/- to MGVL and MGVL has restored the power supply. This shows that at the time of power supply to Smt. Pushpaben Narayandas Kalwani no further outstanding dues was pending on the bill of Shri Neet Sunilkumar Shah and to be paid by Smt Pushpaben Narayandas Kalwani.

ORDER

The Members of CGRF has heard both the parties and it have come to the conclusion that MGVL has wrongly charged the outstanding dues of Rs. 95177=64 in the bill of Shri Neet Sunilkumar Shah which is the property of Smt. Pushpaben Narayandas Kalwani. Necessary action for deletion of outstanding amount to be taken by MGVL authority and recovery of Rs.95177=64 from Shri Neet Sunilkumar Shah to be taken by suitable action and inform CGRF by taking suitable action within 7 days.

← Absent →
(Shri K.B. Dhebar)
Technical Member

D. I. Patel
(Shri D.I. Patel)
Independent Member

A. G. Shah
(Shri A G 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>

