

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 2ND FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007

Subject	Consumer Grievances Complaint No.MG-IV-83-2010.11
Complainant	A L Patel son of Smt Ambaben Lallubhai Patel at village Mota Habipura,
Respondent	Shri D R Shah Dy SA Dabhoi s/dn of MGVCL
Date of hearing	04.03.2011

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 07.02.2011 is for refund of Rs.1350/- towards meter burnt charges.

Today on 04.03.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri A L Patel, appeared on behalf of Smt Ambaben Lallubhai Patel, whereas D R Shah Dy SA Dabhoi s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

- 1.0 The deceased Ambaben L Patel has consumer No.02230/00419/0
- 2.0 MGVCL had asked to pay Rs.1350/ towards meter burnt charges.
- 3.0 The complainant had paid Rs.1350/ vide MR No.ML485004 dated 06.12.2010
- 4.0 Later on meter was not found burnt for which the complainant had asked for refund.
- 5.0 The complainant vide letter dated 03.03.2011 informed to Deputy Engineer Dabhoi (Rural) that they have been refunded Rs.1350/ and hence there is no grievance or complain.

The representative Shri A L Patel son of the complainant contended that the grievance has been resolved by Deputy Engineer Dabhoi (Rural) but he has appeared before Forum as Forum had called the complainant.

The Respondent Shri D R Shah, Dy SA of Dabhoi (Rural) MGVCL contended that the matter of pending amount of Rs.1350/ has been resolved and the complainant has given in writing about the settlement.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The matter of refund of Rs.1350/ has been resolved and the complainant has no further issue of any grievance.

In view of the above discussion, the Forum is of the opinion that since the grievance has been resolved by initiative taken by MGVCL before it comes to the Forum, the concerned employees of MGVCL require a word of appreciation.

ORDER

The Forum permits to withdraw the complaint put up by Shri Arvindbhai Patel son of deceased Ambaben L Patel of village Mota Habipura, Dabhoi (Rural) as the grievance is resolved.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
Chairman

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1st floor, Neptune Tower, OPP: Nehru Bridge, Ashram Road, Ahmedabad 380 009 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>