

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 MG-IV-65-2010.11
Complainant	Pravinaben Jashvantlal Bhatt, B 45, Ami Darshan Society, Near Parivar Char Rasta Waghodia Dabhoi Ring Road, Vadodara
Respondent	Shri K C Shah DE of Cambay MGVCL.
Date of hearing	21.01.2011

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

The complaint dated 06.01.2011 is for change of name.

Today on 21.01.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Jasvantlal N Bhatt, appeared on behalf of Mrs Pravinaben J Bhatt, whereas Shri K C Shah DE of Cambay appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as follows :

1. The complainant Mrs Pravinaben Bhatt has purchased house near Parivar Char Rasta on Waghodia Ring Road, Vadodara.
2. She has applied for name transfer on 18.10.2010
3. As today their name has not been transferred on MGVCL bill as a result they are not able to use address proof in Bank etc

The representative of the complainant Shri Jaswantlal Bhatt inspite of our application with registration fee and Security Deposit on 18.10.2010 they could not get name transfer on electricity bill and they are not able to produce address proof to Banks etc for account opening etc and requested Forum to look into the matter.

The Respondent Shri K C Shah, DE MGVCL contended that in e-urja system which is computerized. Lab could not show spare meter in inventory stock, which caused the delay in name transfer in billing section. However, he assured that the name transfer shall be positively done in next electricity bill.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The e-urja system has limitations in quick release of inventory of meters by lab. As such heavy workload is found for name transfers and new connections in east division in particular and the

weakest link is inventory, display in the system after physical verification. Due to this, invariably the name transfer etc is not completed within stipulated period.

In view of the above discussion, the Forum is of the opinion that e-urja system requires the weakest links to be strengthened in order to complete name transfer, new connection, etc in stipulated period. This will be helpful in increasing revenues and reduce T&D losses.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to transfer name of Mrs Pravinaben J Bhatt, Parivar Char Rasta, Waghodia Ring Road, Vadodara in next electric bill. The Forum also directs MGVL to remove the causes of delay in e-urja system to make it expeditious and efficient.

(K R Shah)
Member

(M J Vaidya)
Independent Member

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>