

**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-II-53-2012.13
Complainant	Shri Nitinkumar Kantilal Thakkar at C 66, Rukshmaninagar, New Sama Road, Nizampura, Vadodara.
Respondent	Shri H A Gandhi, Deputy Engineer of Sama s/dn MGVCL.
Date of hearing	28.09.2012 at Baroda City Circle, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 11.09.2012 regarding change of name.

Today on 28.09.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Nitinkumar Kantilal Thakkar, appeared himself, whereas Shri H A Gandhi, Deputy Engineer of Sama s/dn MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.95622 / 00720 / 8 with the name Savitaben K Thakkar. This was to be changed in the name of Shri Nitinkumar Kantilal Thakkar.
2. Consumer had applied for this but by-mistake MGVCL had entered the consumer name Manjuben M Manvar of consumer No.15622/00728/3

The complainant contended that though he had applied for name transfer on 27.03.2012 with necessary payments but it was not done by MGVCL and hence he had applied to Consumer Grievances Redressal Forum on 11.09.2012.

The respondent contended that through oversight, the name transfer was done of consumer No. 15622 / 00728 / 3 in place of consumer No.15622 / 00720 / 8 and hence we had to follow the long procedure to correct the mistake.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that there was procedural delay to rectify the mistake in MGVCL and hence it has taken longer time to rectify the mistake.

In view of the above discussion, the Forum is of the opinion that there was procedural delay to rectify the mistake in MGVL and hence it has taken longer time to rectify the mistake.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to keep surveillance check while doing such procedure for name transfer etc and complete the procedure in case of Shri Nitiankumar Kantilal Thakkar.

(Y B Sukhadia)
Technical Member

(M J Vaidya)
Independent Member

(P J Patel)
Chairperson

PS :

If the complainant is not satisfied with the order of this Forum, the complainant may approach The Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 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>