

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

Subject	Consumer Grievances Complaint MG-II-31-09.10
Complainant	Shri Udesinh Chandulal Parmar at Himtapura, Tal: Waghodia, Dist: Vadodara.
Respondent	Shri J R Gajjar, DE MGVCL Waghodia.
Date of hearing	23.11.2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 18.9.2009 is directed against the Transformer Centre [TC] erected in his farm land.

Today on 23.11.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein both the complainant and respondent remained absent as the complaint matter was resolved.

The facts of the case are that the complainant has a farm in survey No.112 in Petapara of Vasvel in Himatpura village. A TC was erected at the corner of his land. He suggested that if the TC was shifted away in the barren land towards South or East outside his farm, his farm would turn safer and convenient for farming. When the complaint was directed to DE Waghodia S/dn of MGVCL, he inspected the site and found that the complaint was genuine. He arranged to shift the TC and a letter dated 3.11.2009 to that effect was received by the Forum. The issue has been resolved and the letter dated 3.11.2009 has been received from the complainant that the matter of his complaint has been resolved to his satisfaction.

The Forum Members present at the hearing perused the letter dated 3.11.2009 from DE MGVCL and letter dated 3.11.2009 from complainant stating the TC has been shifted to the satisfaction of the complainant.

In view of the above submissions, the Forum is of the opinion that if the complaints of consumers are resolved in due course of time by the MGVL to the satisfaction of both the parties, the Forum would be relieved from the avoidable hassles of searching the truth during hearing, adjudication and issuing directives, unpleasant of times. The Forum appreciates the spirit of accommodation of MGVL towards the client who is a valuable customer for the company.

ORDER

The Forum takes cognizance of the spirit and speed with which the complaint is resolved before hearing.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
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>