

**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-III-60-2012.13
Complainant	The President, Vaikunth Yuvak Mandal, Vaikunth No.1, Near House No.741, Bapod Jakat Naka, Vadodara.
Respondent	Shri K C Shah, Deputy Engineer of Indrapuri s/dn of MGVCL.
Date of hearing	20.11.2012

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 17.09.2012 regarding street light meters in the society.

Hearings on 12.10.2012, 25.10.2012 and 20.11.2012, all time the complainant did not remain present during any of the hearings. wherein Shri K C Shah, Deputy Engineer, Indrapuri s/dn appeared on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.16677/01690/0
2. Complainant had complained about to installation of street light meters in society.

The complainant was absent but his written application dated 17.9.2012 was asking for separate street light meter in the society. Indrapuri s/dn did not respond to this and hence the President, Vaikunth Yuvak Mandal, had approached the Forum.

The Respondent Shri K C Shah, Deputy Engineer of Indrapuri s/dn of MGVCL contended that there are many street lights and group of houses in the society asking for separate street light meter. As such, there is no policy that how groups are decided about the allocation of street light meters. However, in this case, the complainant was asked to pay arrears and then approach for the street light meter. Accordingly, the complainant has paid bills. MGVCL had invited the complainant for separate street light meter in their group but he has not turned up so far.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that the President, Vaikunth Yuvak Mandal has neither attended any of the three hearings nor approached Deputy Engineer Indrapuri s/dn of MGVCL to resolve this complaint. At present, street light is available to whole society.

In view of the above discussion, the Forum is of the opinion that in absence of specific policy considering a group of one society, there should not be any problem to give separate street light meter, if society is considerably big.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to process as per rules for allocation of street light meter to The President, Vaikunth Yuvak Mandal, if they approach MGVCL.

(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>