

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-III-62-2010.11
Complainant	Shri Hiranand Lulla, Metro Vision RTO Main Road, Vadodara
Respondent	Shri V D Chauhan, JE Mandvi s/dn of MGVCCL
Date of hearing	17.01.2011

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

The complaint dated 22.12.2010 is for Change of name in Commercial lighting connection.

Today on 17.01.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Hiranand Lulla, appeared himself, whereas Shri V D Chauhan, JE Mandvi s/dn appeared as respondent on behalf of MGVCCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

The complainant Shri Hiranand Lulla has purchased shop since many years but he has not changed name of consumer since many years because of his reservations to pay deposit and get back the old deposit in running bills. Perhaps, he was not aware of procedure of MGVCCL for name transfer.

The complainant contended that now after appearing before Forum and getting letter from MGVCCL's concerned office, he has understand the procedure and he is satisfied with the information received. Further, he submitted in writing that he shall approach MGVCCL whenever he wishes to complete the name change formality.

The Respondent Shri V D Chauhan, of MGVCCL contended that MGVCCL office has made the complainant aware of the procedure for changing name of the consumer. The new owner of shop i.e. the complainant Shri Hiranand Lulla was reluctant to pay deposit and complete the formalities. Ultimately, the complete procedure is described in the letter written to the complainant by MGVCCL's area office vide reference No.MGVCCL:Tech:Esta:Billing:80 dated 15.01.11.

The Forum Members present at the hearing considered contention of both the parties and perused the records. After discussion with the concerned engineer in presence of Forum members, the complainant Shri Hiranand Lulla had no grievance and submitted in writing that he shall approach MGVL for name change as and when he wishes to complete the procedure of name change for his shop's commercial connection.

In view of the above discussion, the Forum is of the opinion that the case may be treated as closed.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to close his matter as the complainant Shri Hiranand Lulla has not grievance about the procedure to be followed for the transfer of name of consumer.

(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>