

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 No.MG-II-32-2011.12
Complainant	Jashiben Ramanbhai Bajania & others, Indira Awas Yojana, Marida, Tal: Nadiad.
Respondent	Shri P A Pandya, Executive Engineer of Anand MGVCL.
Date of hearing	16.9.2011

QUORUM	NAME
Chairman	Shri Y B Sukhadia, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 7.7.11 is for new residential vij connection.

Today on 16.9.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein nobody appeared on behalf of complainant, whereas Shri P A Pandya, EE Anand appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. A group of five members of Bajania families stay at Indira Awas Yojana, Marida, Tal: Nadiad, since last twenty years.
2. They have declared themselves that they are "BPL" families.
3. Street lights are provided in the said area.
4. The residents of Indira Awas Yojana had applied for lighting meter in the building for the residents but no action is taken till the date of application.

The Respondent Shri P A Pandya, E E, of Anand MGVCL contended that the delay is due to contractor's problems but now they have started to do departmentally. Poles have been already erected and service lines shall be made available within 3 – 4 days.

The Forum Members present at the hearing and found that there is delay in the work however as reported by the respondent work has been taken up departmentally and it will be completed within 3-4 days.

In view of the above discussion, the Forum is of the opinion that within a week, the grievance shall be resolved as departmental work is being carried out on time bound basis.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to complete the work of new residential vij connections to the complainants of Indira Awas Yojana within one week and report the Forum for accomplishment.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(Y B Sukhadia)
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>