

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-52-2011.12
Complainant	Shri Madhuben A Parmar at C/o Ashirvad Savabhai Parmar, Khristivas, Tal: Matar, Dist : Kheda
Respondent	Shri C D Patel DE of MGVCL
Date of hearing	16.09.11

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

The complaint dated 15.8.11 is for PDC of residential connection.

Today on 16.9.11, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum nobody appeared on behalf of complainant, whereas Shri C D Patel DE 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.01508/00180/4 in the name of Ashirvad Savabhai Parmar. Shri Ashabhai (Ashirvad) has expired on 16.8.1993.
2. According to Will made by his widow Dahiben, the house property under reference belongs to their daughters Madhuben and Nirmalaben
3. The house is in locked conditions and nobody stays there. Hence, Madhuben and Nirmalaben applied for PDC to MGVCL on 4.9.10. Meter was removed on 27.9.10, however, the consumer continued to receive bills with Zero consumption which they have not paid yet.

The Respondent Shri C D Patel, DE contended that though the meter was removed on 27.9.10, the formality for PDC was not done and hence bills were served with Zero meter reading.

The Forum Members present at the hearing and found that the meter was removed on 27.9.10 on the application dated 24.9.10, PDC formality on record was not done due to legal heir problem, which was cleared later on.

In view of the above discussion, the Forum is of the opinion that MGVCL should immediately complete the PDC formality on paper and ensure that no bills are served. The arrears of refund / recovery should be taken care off.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to complete the PDC formality at the earliest and ensure that no bills are served. The arrears of refund / recovery should be checked and cleared.

(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>