

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-23-2010-11
Complainant	Shri Somabhai G Parmar at Bhetasi, Tal: Aanklav, Dist: Anand.
Respondent	Shri S F Garasia DE of MGVCL
Date of hearing	14.10.2010

QUORUM	NAME
Chairman	Shri K M Dave, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 17.08.2010 is against the lighting connection

Today on 14.10.2010, the case of the Complainant's Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Somabhai G Parmar appeared himself, whereas Shri S F Garasia DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of case is as under:

The complainant had applied for electric connection on 04.03.2008. As per the estimate given by MGVCL, complainant had paid Rs.1095/ on 01.04.2008. There was an error in earlier estimate and due to excess 30 metres length, MGVCL prepared estimate for additional charge of Rs.3643/- which was sent to the applicant on 08.04.2008 and payment was to be done by the complainant on or before 04.05.2008. However, the payment was not done in time and hence file was closed by the MGVCL local office.

The complainant contended that he did not receive any letter of revised estimate. Also, many times, he approached the office of Shri S F Garasia but Shri Sureshbhai Makwana and Shri Kulkarni working in the office of Shri S F Garasia did not reply satisfactorily and not allowed him to see Shri Garasia. As per complainant, the behavior of Shri Sureshbhai and Kulkarni was very arrogant and hence he could not get the correct information about revised estimate and consequently, he had to suffer without electricity for couple of years.

The Respondent Shri S F Garasia contended that the office had sent the revised estimate to Shri Somabhai G Parmar (Complainant) and as he did not pay the difference as per revised estimate in stipulated time, the application had been filed and cancelled.

The Forum Members present at the hearing considered contention of both the parties and perused the records. The Forum seriously observed and noted the lapse on part of MGVL. Had authorized person visited and surveyed the site, such simple error / mistake could have been avoided and the applicant would not have been deprived of electric connection. The treatment and behaviour by Anklav s/dn staff is also observed rude, irresponsible and non-responsive.

In view of the above discussion, the Forum is of the opinion that the strict warning in writing should be given to Shri Sureshbhai Makwana and Shri Kulkarni to improve their behavior with the consumers and give proper guidelines to all the consumers especially when they are illiterate / or not aware of MGVL's rules and procedures.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited (1) To prepare final estimate in the present scenario and arrange to provide lighting connection as requested by Shri Somabhai G Parmar at the earliest after getting the payment and (2) To issue warning letters to Shri Sureshbhai Makwana and Shri Kulkarni to improve their behavior while dealing with the consumers and such incident should not be repeated in future.

(K R Shah)
Member

(M J Vaidya)
Independent Member

(K M Dave)
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>