

**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-55-2011.12
Complainant	Shri K N Jadhav Retired Deputy Commissioner of Central Excise & Customs, Behind MGS Hospital Derol Station Road, Kalol (PMS)
Respondent	Shri Patelia D E of Kalol s/dn of MGVCL
Date of hearing	23.12.2011.

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 9.8.2011 is for Regarding various complaints i.e. 1) General complain against meter reader to fill up all the columns of energy bill. 2) Payment of energy bill for March, Apr, May June 2011 crediting of Rs.372.03, 3) To forward lab report in respect of meter No.157296, payment of Rs.500/ and replacement of meter on 5.3.11 and (4) Refund of excess amount of Rs.20 in the energy bill of Sept Oct 2010, Jan Feb 2011, March Apr, May June 2011.

Today on 23.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant was absent during six hearings whereas Shri Patelia D E Kalol s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.07501/12604/6
2. The written complaint included the following:
 - a. General complain against meter reader to fill up all the columns of energy bill.
 - b. Payment of energy bill for March, Apr, May June 2011 crediting of Rs.372.03,
 - c. To forward lab report in respect of meter No.157296, payment of Rs.500/ and replacement of meter on 5.3.11 and (4) Refund of excess amount of Rs.20 in the energy bill of Sept Oct 2010, Jan Feb 2011, March Apr, May June 2011.
3. The complainant was called in CGRF on 30.9.11 at Godhra, 23.11.11 at Anand, 9.12.11 at Anand & 23.12.11 at Godhra.

The complainant neither bother to be present nor any representative was sent nor asked for convenient date to attend the Forum.

The Respondent Shri Patelia DE of Kalol s/dn contended that whatever complaints were to be solved within his control have been solved.

In view of the above discussion, the Forum is of the opinion that the complainant is not interested to stress upon his view points as a remedial measure OR for improvement in the system.

ORDER

The Forum closes the case of the complainant Shri K N Jadhav Retired Deputy Commissioner of Central Excise & Customs, Behind MGS Hospital, Derol Station Road, Kalol (PMS).

(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 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>