

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-25-2010.11
Complainant	Smt Rupaliben Muljibhai Chauhan, Block No.219 at Namishara, Tal: Savli.
Respondent	-----
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 23.08.2010 is against the charges raised in the electricity bill for consumer No.02874/00275/5 for agricultural connection of village Namishara in respect of Smt Rupaliben M Chauhan.

Today on 14.10.2010, the case of the Complainant Grievance was taken up for hearing before Consumer Grievance Redressal Forum but neither the complainant nor the respondent was present as the complaint grievance was redressed before the hearing.

On dated 7.09.2010, in presence of complainant the matter regarding charges raised in the bill was explained in detail. In view of the discussion and due satisfaction on complainant part now complainant have no more complaint or grievances for the issue.

The Forum members appreciated the spirit of both the parties to settle the dispute amicably and accepted withdrawal of the case by the complainant.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to permit the complainant to withdraw the complaint as the dispute was resolved prior to the date of hearing.

(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>