

**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-IV-118-2011.12
Complainant	Sarlaben M. Joshi, A/6, Sahjanand Park, Opp. Ramdev Temple, Pij Road, Nadiad – 2.
Respondent	Shri R.M. Patel, Deputy Engineer of Nadiad (West) Sub-Division of MGVCL.
Date of hearing	02-03-2012

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 05-02-2012 is regarding transfer of name for residential lighting meter.

Today on 02-03-2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein the Complainant Sarlaben M. Joshi was absent, whereas Shri R.M. Patel, Deputy Engineer of Nadiad (West) Sub-division appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The Complainant has Consumer No. 00201/11199/3.
2. The Complainant had applied on 14-06-2011 for transfer of name. Many times, the complainant had visited MGVCL Sub-Division Office with application, but nothing had been done in the subject matter.

The Respondent Shri R.M. Patel, Deputy Engineer, Nadiad (West) Sub-Division contended that the problem can be attributed to two major reasons i.e. (1) E-urja system and (2) Revenue (Billing) Section. However, lately the problem has been resolved and now onwards she will get all the bills on her name. In this connection, Shri Patel has issued a Memo to the Dy. Superintendent Account (Rev.) for giving explanation. The reply is awaited.

The Forum Members are of the opinion that the inordinate delay in completing process of name transfer is a serious matter of concern because the documents of energy bills are used and accepted in all the Governmental Departments, Banks, Passport offices etc as residential proof.

It should be done within time limit specified in performance standard. No specific reasons are given by the respondent for inordinate delay.

Now, the complain is resolved. Hardcopy of documents verified and found change of name in order.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited ;

- (a) Investigate the cause of delay and take remedial action including disciplinary actions as deemed fit if delayed by the employees.
- (b) to check all such other cases, where complaints have been received or not and confirm that all are complied with. So far transfer of name is concerned; the concerned authority should not wait for consumers to complaint.

(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 Staff Officer, Office of the Electricity Ombudsman, Gujarat Electricity Regulatory Commission, Barrack No.3, Polytechnic Compound, Ambawadi, Ahmedabad 380 015 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>