

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-III-99-2011.12
Complainant	Shri Devendra K Vyas at 14, Vraj Park, Lalbaug Kumbharwada, R V Desai Road, Vadodara
Respondent	Shri R J Patel Dy Engineer of Baranpura s/dn of MGVCL
Date of hearing	30.12.2011

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 21.11.11 is for Change of name.

Today on 30.12.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Devendra K Vyas was absent whereas Shri R J Patel Dy Engineer of Baranpura 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.14511/13024/8
2. Complainant had applied for change of name in case of above consumer Number.
3. In the energy bill of Jan 2011, name change was affected from Shri Kiran N Jain to Shri Devendra K Vyas but in the receipt, the name change has not been affected even during Oct 2011.

The Respondent Shri R J Patel Dy Engineer of Baranura s/dn contended that the agency Subhlaxmi Cooperative Credit Society is collecting the bill and issuing the receipt in the concerned area. It seems that CD sent by the office to bill collecting agency has not been updated and hence original name is appearing in the cash receipt. However, MGVCL had taken up with agency Subhlaxmi Cooperative

Credit Society and on 22.12.11 updated the data. Status has been informed to the consumer also.

In view of the above discussion, the Forum is of the opinion that all sub-divisions should get confirmation from all their collection agency of having updated the information sent by them from time to time.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited that all sub-divisions should get confirmation from cash collection agency that their data should be updated within a specified time limit so that such complaints should not arise.

(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>