

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-I-2-2011.12
Complainant	Shri Kalabhai K Vankar at Sorana (Kapadwanj)
Respondent	Shri Dalwadi DE of MGVCL
Date of hearing	20.05.2011

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

The complaint dated 05.04.2011 is for illegal disconnection of agricultural connection.

Today on 20.05.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kalabhai K Vankar, appeared himself, whereas Shri Dalwadi DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are as follows:

- 1.0 Shri Kalabhai K Vankar at Sorana (Kapadwanj) has consumer No.02078/ 01066/9.
- 2.0 Complainant's brother Shri Dalabhai K Vankar has daughter Kokilaben Dalabhai Vankar having consumer connection No.02078/00401/4 Ag.
- 3.0 Kokilaben has not paid her dues of Rs.5252/-
- 4.0 MGVCL had written on 2.5.2007 with ref No.2178 to Kokilaben Dalabhai Vankar stating that Agricultural PDC connection No.02078/00401/4 of Kokilaben has not paid Rs.5252/. If this amount is not paid before 11.05.07 then this amount shall be transferred in the bill of Agricultural connection No.02078/01066/9 of Shri Kalabhai K Vankar who is in relation with her family. Final notice was again served on 18.9.07 bearing ref No.6042 by DE (Kapadwanj). Shri Kalabhai K Vankar ultimately has paid the total amount for PDC RC of Agricultural connection No.02078/01066/9 which was made PDC on 13.9.2007.

Shri Kalabhai K Vankar, the complainant contended that he is not responsible to pay arrears of Kokilaben, his brother's daughter, however, under pressure he has paid the arrears which should be paid to him by MGVCL and he had further asked the compensation for the loss incurred by him during PDC period.

The Respondent Shri Dalwadi, DE MGVCL contended that normally the recovery of dues is done by billing section. At present, it is Rs.6276.85

including that of Kokilaben Dalabhai Vankar. He submitted the clarification letter dated 19.5.11 from Shri R B Kapadia Dy SA of MGVCL.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Letter from Dy SA Shri Kapadia dated 19.5.11 shows the irrelevant details nothing to do with the complaint details submitted to the Forum by the complainant. He had to clarify why arrears of Kokilaben Dalabhai Vankar were transferred in the bills of her uncle Shri Kalabhai K Vankar. He being responsible for such act against the norms of the company was asked to appear before the Forum but did not bother. This is viewed seriously by the Forum.

In view of the above discussion, the Forum is of the opinion that Shri Kalabhai K Vankar should not be held responsible for arrears of Kokilaben Vankar. MGVCL should initiate action to recover the arrears from Kokilaben Vankar.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to remove the arrears of Kokilaben Vankar transferred in the bills of Shri Kalabhai K Vankar and separately take action for the recovery from Kokilaben D Vankar. If she does not pay in stipulated period, her connection No.02078/00401/4 should be disconnected as per norms.

(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>