

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-43-09.10
Complainant	Shri Indulal Yagnik Smarak Trust OPP: Chhani Jakat Naka, Vadodara, con No.15229/00650/1)
Respondent	Shri N M Parmar, JE Fatehganj, MGVCL
Date of hearing	30.12.2009

QUORUM	NAME
Chairman	Shri S A Pota, MGVCL
Member	Shri K R Shah, MGVCL
Independent Member	Dr R C Desai, Vadodara

This complaint dated 13.11.09 is directed against electric consumption beyond expected consumption units commensurate with their load.

Today on 30.12.2009, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Smt Madhuben Pandya President, appeared on behalf of Shri Indulal Yagnik Smarak Trust, Vadodara, whereas Shri N M Parmar, JE Fatehganj, MGVCL appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The facts of the case are as follows:

Shri Indulal Yagnik Smarak Trust building complex consists of several rooms and shops. Smt Madhuben Pandya, President of the Trust who occupies Room No.2 felt that the installation which supplies electricity in Room No.2 also caters to Room No.11-12-13 and therefore, the consumption recorded in the meter shoots up very much beyond expectation. In response to their complaint Shri N M Parmar JE personally went to the site and checked the electrical installation and found that the complaint matter was not correct. The connections to Room No.2 and Room Nos.11-12-13 are separate and isolated. On their request, the electric supply to Room No.2 was disconnected on 2.4.2009 so that others could not tap electricity from Room No.2 connection. Now, the complainant wants permanent disconnection to ensure permanent remedy to prevent misuse of electricity from their connection.

The complainant Smt Pandya conveyed that the electricity was tapped from her Room No.2 for use in Room No.11-12-13. She therefore got the connection for Room No.2 severed. Now, she prayed for permanent disconnection for permanent relief from misuse of electricity by others at her cost.

The Respondent Shri N M Parmar contended that he personally checked the installation and ensured that there was no tapping to other rooms from the electric connection provided to Room No.2. As advised by the complainant, he disconnected electric supply to Room No.2. However, if a permanent disconnection is required he has no hesitation in doing so if a written application is made with firm and final commitment to that effect.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It seems that the belief of the complainant that electric supply provided to Room No.2 is also used by occupants of Room Nos.11-12-13, is misconceived. However, if the complainant is ready to bare the situation resulting from absence of electricity, as desired by the complainant, the electric connection to Room No.2 should be permanently disconnected to relieve the complainant from fear that others are tapping electricity from their provided for Room No.2. The respondent is advised to take firm and final commitment in writing from the complainant for permanent disconnection.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to disconnect electricity supply to Room No.2 permanently if a written application is made by the complainant with firm and final commitment to that effect.

(K R Shah)
Member

(Dr R C Desai)
Independent Member

(S A Pota)
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>