

**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-107-2011.12
Complainant	Vasadia Arjunsinh Udesinh, At & Post : Vanta, Via Bodeli, Dist : Vadodara.
Respondent	Shri V D Suthar, DE Bodeli of MGVCL
Date of hearing	21.01.2012

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 29.12.11 for shifting of agricultural connection and transfer of name.

Today on 21.01.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Vasadia Arjunsinh Udesinh, appeared himself on 12.1.2012 whereas the concerned engineer of MGVCL was absent and again called for complainant on 21.1.12 at Vadodara wherein complainant was absent and Shri V D Suthar Deputy Engineer of Bodeli appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard on respective dates.

The brief details of the case are :

1. The complainant have submitted application for shifting of agricultural connection with additional load from Vaddhari village Survey No.90 / 4 to village Vanta Survey No.15 / 1.
2. The connection was given in the name of Udaisinh B Vasadia and subsequently it is changed in the name of Shri Arjunsinh U Vasadia.
3. The documents related to name change is not traceable in division / sub-division office of MGVCL as per their letter dated 21.09.11.
4. The consumer should not suffer because of missing of consumer's file in MGVCL's records.

The complainant represented his case on 12.1.2012 that he should get shifting of agricultural connection at the earliest.

On 21.01.2012, the Respondent contended that he has traced out the consumer's file, hence, there is no problem to allow shifting of agricultural connection which will be done at the earliest.

In view of the above discussion, the Forum is of the opinion that the due to missing of consumer's file, the consumer should not suffer. Existing billing is on the name of the complainant may be taken as a base of change of name process already done. However, MGVCL can verify the documents for legal heir.

ORDER

The Forum directs the Madhya Gujarat Vij Company Limited that after verifying the missing documents for legal heir to take action to shift the agricultural connection at the place demanded as per rules.

(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>