

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM
MADHYA GUJARAT VIJ CO LIMITED
CORPORATE OFFICE, 5TH FLOOR SP VIDYUT BHAVAN,
RACECOURSE, VADODARA 390 007**

Subject	Consumer Grievances Complaint No.MG-I-8-2012.13
Complainant	Shakurbhai Allarakha Vohra at Jharod, Tal: Waghodia, Dist : Vadodara.
Respondent	Shri D J Shah Deputy Engineer Halol s/dn of MGVCL.
Date of hearing	25.5.2012

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 27.4.2012 is for pending dues of June July 2010 shown in regular energy bills every time.

Today on 25.5.2012, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Saeedbhai Allarakha Vohra, appeared on behalf of Shakurbhai Allarakha Vohra, whereas Shri D J Shah Deputy Engineer of Halol s/dn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

1. The complainant has consumer No.03310/10154/5
2. MGVCL has shown the dues of Rs.1470.00 of June-July 2010 in subsequent every energy bill.
3. The complainant had paid this amount against Receipt No.083326 dated 9.8.2010 at the Jarod Post Office.
4. The complainant had visited local office with original evidence of payment but MGVCL continued to show the said amount pending in every energy bill.

The representative Saeedbhai Allarakha Vohra of the complainant contended that they have paid the dues amount of Rs.1472/ on 9.8.2010 vide receipt No.083326 at Jarod Post office. He produced copy of money receipt before the Forum. However, the consumer number was not legible in the receipt.

The Respondent Shri D J Shah, Deputy Engineer of Halol s/dn contended that the said amount was kept in unposted account since 2010 but they could not link up with the amount deposited by the complainant and hence could not take any action for transferring the amount against pending dues.

The Forum Members present at the hearing considered contention of both the parties perused the records and found that there were sufficient ways & means to prove that the amount was paid by the complainant and could have adjusted against his pending dues.

In view of the above discussion, the Forum is of the opinion that the complainant has been put in tension because of inaction of concerned MGVCCL staff and the problem lingered since 2010. This could have been avoided by taking corrective action immediately upon receipt of complaint.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to counter check with other documents about verification of payment done by the complainant and resolve the matter at the earliest. The accomplishment report to be submitted to the Forum.

(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>