

**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-92-2011.12
Complainant	Krishna Land Consultant at 36, Yoginagar Society, Dakor Road, Kapadwanj, Dist : Kheda.
Respondent	Shri R M Patel, D E Kapadwanj 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 11.11.11 is for money paid receipt problem against energy bill.

Before this, Forum called the complainant on 09.12.11, 06.01.2012 and 21.01.2012 but the complainant remained absent whereas Shri R M Patel, Deputy Engineer of Kapadwanj MGVCL appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. Consumer Chandanben N Parmar have paid but receipts have been issued in the name of Gitaben B Shah.

The complainant remained absent during three nos of hearings.

The Respondent Shri R M Patel, Deputy Engineer of Kapadwanj of MGVCL contended that due to limitation of the particular cash collection centre on their computer net work, they were not able to change the name inspite of the instruction by MGVCL from time to time and hence receipts were issued in the original name. He will send the representative to cash collection centre to rectify the problem at the earliest.

In view of the above discussion, the Forum is of the opinion that MGVCL should ensure that revision of consumer name should be updated from time to time to avoid such problems.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to update the data by cash collection centre as when required and should ensure that they are timely updated.

(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>