

**BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM**  
**MADHYA GUJARAT VIJ CO LIMITED**  
CORPORATE OFFICE, 2<sup>ND</sup> FLOOR SP VIDYUT BHAVAN,  
**RACECOURSE, VADODARA 390 007**

|                 |                                                                              |
|-----------------|------------------------------------------------------------------------------|
| Subject         | Consumer Grievances Complaint<br>No.MG-II-46-2011.12                         |
| Complainant     | Shree Unnati Electricals, 8, Baroda Co Industrial Estate, DD Road, Vadodara. |
| Respondent      | Shri B J Desai, DE _____ of MGVCL                                            |
| Date of hearing | 09.09.2011                                                                   |

| QUORUM             | NAME                      |
|--------------------|---------------------------|
| Chairman           | Shri Y B Sukhadia, MGVCL  |
| Member             | Shri K R Shah, MGVCL      |
| Independent Member | Shri M J Vaidya, Vadodara |

The complaint dated 6.8.2011 is for shifting of meter and LTP tariff.

Today on 09.09.2011, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Kalpesh Patel, , appeared on behalf of Shree Unnati Electricals, whereas Shri B J Desai, DE appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case:

1. The complainant consumer No.15233/05028/5.
2. They had applied for switching over from LTP-I to LTP-III. The effect is given from June 2011 instead of May 2011.
3. Their bill should be prepared as 85% of 20 KW i.e. 17 KW Contract Demand. Bill is prepared for 20 KW.
4. They had applied for meter shifting outside the wall of factory on 20.4.2011 but work still is not completed.

The representative of the complainant Shri Kalpesh Patel contended that all the grievances are amicably solved after knowing the system difficulties of the company. The effect given for change of tariff is in order. The bills are prepared manually as a stop gap arrangement and MGVCL shall introduce same in computer system as informed. The shifting of meter is also decided jointly after knowing company's difficulties and all grievances are redressed.

The Respondent Shri B J Desai, DE of MGVCL contended that at present they have solved the problem of correct billing by doing it manually. Also, system department is informed to provide the facility in the contract demand under reference. Other problems are resolved jointly.

The Forum Members present at the hearing considered contention of both the parties and perused the records. Since the grievances are resolved after mutual discussions by the consumer and company, in the best possible way within the framework of rules. Forum has nothing to add.

In view of the above discussion, the Forum appreciates the communication gap has been bridged timely by MGVL by educating the consumer about probable solution in each grievance.

## **ORDER**

The Forum appreciates the spirit of consumer and MGVL to come to the conclusion without any agony within the framework of rules and without losing much time.

|                                    |                                                  |                                          |
|------------------------------------|--------------------------------------------------|------------------------------------------|
| <b>(K R Shah)</b><br><b>Member</b> | <b>(M J Vaidya)</b><br><b>Independent Member</b> | <b>(Y B Sukhadia)</b><br><b>Chairman</b> |
|------------------------------------|--------------------------------------------------|------------------------------------------|

**PS :**

*If the complainant is not satisfied with the order of this Forum, the complainant may approach the Ombudsman, Gujarat Electricity Regulatory Commission, 1<sup>st</sup> 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>