

**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-IV-89-2012.14
Complainant	Shri Bakorbhai Lemjibhai Patel, at village Lalsar, Post : Kidia, Tal: Lunawada, Dist : Panchmahals.
Respondent	Shri G B Patel, Deputy Engineer Lunawada s/dn of MGVCL.
Date of hearing	15.02.2013 at Godhra

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Shri M J Vaidya, Vadodara

The complaint dated 7.1.2013 regarding electric line charges, meter of well connection and electric fault of Lalsar village line etc.

On 15.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Bakorbhai Lemjibhai Patel, was absent whereas Shri G B Patel, Deputy Engineer Lunawada s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case having various complains are :

1. The complainant had paid Rs.14600/ on 03.05.2007 as charges for line change but the work not done by MGVCL.
2. In survey No.303, near Lalsar village cross road wire is having excessive sag which is to be tightened.
3. The meter and seal has been tried to damage by the thieves requires to repair.
4. Lalsar village line is having many faults which require to investigate and rectification.

The complainant was absent during hearing.

The Respondent contended that all complaints have been addressed. The complaint No.1 works taken on hand and will be completed within 3 to 4 days from the date of hearing. Consumer has given letter that all complaints have been attended and except complaint No.1 which is going to be completed within couple of days.

In view of the above discussion, the Forum has not found any reasons to keep complaint No.1 pending for nearly for five years.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take action proactively to reduce the grievances and increase the safety levels in the system.

(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>