

**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-III-110-2012.13
Complainant	Shri Chandrakant Ramanlal Shah at 35, Amrapali Society, Karelibaug, Vadodara
Respondent	Shri MD Rathwa, Deputy Engineer, Karelibaug S/Dvn of MGVCL
Date of hearing	22.2.2013 at Corporate Office, Vadodara

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 02.02.2013 regarding name transfer, status of application etc..

On 22.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Chandrakant Ramanlal Shah appeared on behalf of the consumers whereas Shri MD Rathwa, Deputy Engineer, Karelibaug S/Dvn appeared as respondent on behalf of MGVCL before the Forum. Both the parties were heard.

The brief details of the case are :

The complainant contended that –

1. MGVCL has charged Rs.20/- as name transfer fee on 10/9/12 ,but still it is not done though the circular dtd. 13/4/2006 clearly states that the transfer if it is inheritant should be done without paying deposit MGVCL had informed that the circular is not valid.
2. MGVCL's letter dtd. 14/9/12 was delivered to our residence without getting our signature and it was after many days. Courier company has not obeyed the rules while delivering the letter.
3. MGVCL in its circular dtd. 117/1/2011 clarifies that all activities like change of name etc are being done through CRM module only, but ambiguity was not solved by MGVCL officials.
4. Local office of MGVCL has no circulars to convince the consumers and frequently telling that everything is available on website. It is to inform that every consumer does not have internet and hence MGVCL is bound to give the details and rules & regulations.

5. It is a normal practice that file cannot be closed if there is pending compliance which is not solved and MGVCL Officers had asked for registration fees and documents again.
6. Any change in energy bill charges should be clearly mentioned in the energy bill. The complainant is getting bill mentioning arrears, but without details of arrears. For this, every consumer has to go to S/Dvn office to know the split-up details of arrears.
7. S/Dvn Office are changing the billing date at their discretion without adhering to the rules.
8. In energy bills, data entry is not done against the appropriate column and hence there is misunderstanding for every consumer to understand the charges against for which item.

The Respondent Shri MD Rathwa contended that –

1. In case of name transfer, the consumer has to pay differential Security Deposit, if required for same load. In case of application for addl. Load, then MGVCL has informed the consumer about how much S/D has to pay. In this case complainant has to pay Rs. 539/-, but he has not paid the deposit.
2. It seems that the courier service was not upto the mark, for which it can be separately dealt with.
3. MGVCL has introduced e-urja system according to which after getting all documents e-urja system automatically changes the name in energy bills. If the Security Deposit is not paid by the consumer, e-urja system does not accept the request for change of name.
4. Concerned S/Dvn shall be separately instructed to pass on all guidelines, rules & regulations to be known in the process..
5. Yes. In normal case, file is not closed till complaint is settled. However it continues for longer period due to some reasons, then reprocessing is required.

The Forum Members present at the hearing considered contention of both the parties and perused the records. It is observed that-

1. All Sub-Divisions in general and concerned S/Dvn in particular has to be customer friendly and educate the customer while dealing with MGVCL.
2. MGVCL should take up with courier services for their negligence and caution them to avoid any mistakes in future.

3. E-urja system processing only after entry of Security Deposit paid so the consumer has to pay required Security Deposit.
4. All S/Dvns should pass on instructions to Meter readers to adhere to the billing dates meticulously.
5. Concerned billing section of S/Dvn requires to note to maintain that the quality of bill printing so that it is easy to any consumer to correlate the charges and the items.
6. MGVCL should improve format of energy bill to indicate details of arrears in each bill so that consumer need not to approach MGVCL offices..

ORDER

- 1) The Forum directs the complainant to complete the formalities required for name change process and also direct MGVCL to take up name change process at the earliest.
- 2) The Forum directs MGVCL to be customer friendly at S/Dn level, improve printing of data in energy bill and add details of arrears in it. Also take suitable actions on courier services for their negligence.

(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>