

**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-II-53-2013.14
Complainant	Lallubhai Babhaibhai Rohit, Ambetkar Society, Vill: Chikhodra, Tal & Dist: Anand
Respondent	Shri S P Sagar, Deputy Engineer Anand (South) s/dn of MGVCL.
Date of hearing	17.08.2013 at Corporate Office, Vadodara

QUORUM	NAME
Chairperson	Shri P J Patel, Gandhinagar
Independent Member	Harsha S Chauhan, Vadodara
Technical Member	Shri Y B Sukhadia, MGVCL

The complaint dated 10.07.2013 regarding high amount of energy bill and change of name.

On 17.08.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein Shri Lallubhai Babhaibhai Rohit, was absent whereas Shri S P Sagar, Deputy Engineer Anand (South) s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. There is a spelling mistake in the name of complainant's father.
2. Electricity bill for the month of May June 2013 billed in July 2013 having arithmetical error. Instead of actual Rs.1288/-, it is mentioned Rs.1390/ which he represented to Anand (South) s/dn office but nobody is replying properly.

The complainant was absent during hearing.

The respondent contended that error in the energy bills' calculation is corrected and accordingly revised amount is paid by the consumer on 8.7.2013. He confirmed the error in the name of complainant's father. Instead of Shri Babhabhai, it is corrected as Shri Babhaibhai. Also, there was an error in the society name which is also corrected in computer billing programme. Next bill with corrected name and residence address will be issued.

In view of the above discussion, the Forum observed that both the errors are typographical error and corrected by the concerned MGVCL s/dn office, which will be reflected in next billing.

ORDER

The Forum directs the Madhya Gujarat Vij Co Limited to take care of such error and instruct the staff to be vigilant and also inform to the complainant Lallubhai Babhaibhai Rohit, Ambedkar Society, Vill: Chikhodra, Tal & Dist: Anand, that in next bill, name and society name will be changed. Submit the copy of the bill to the forum to note the changes are implemented.

(Y B Sukhadia)
Technical Member

(Harsha S Chauhan)
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>