

**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-97-2012.13
Complainant	Shri Parvatsinh Vajabhai Ravat At & Post : Kundha, Tal: Limkheda, Dahod.
Respondent	Shri Bhabhor, Deputy Engineer, Limkheda s/dn.
Date of hearing	15.02.2013

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

The complaint dated 22.01.13 regarding to waive energy bill.

On 15.02.2013, the case of the Complainant Grievance was heard before Consumer Grievance Redressal Forum wherein complainant Shri Parvatsinh Vajabhai Ravat was absent whereas Shri Bhabhor, Deputy Engineer, Limkheda s/dn appeared as respondent on behalf of MGVCL before the Forum.

The brief details of the case are :

1. The complainant has consumer No.10433 / 10025 / 7
2. The consumer has not paid energy bills. As per his complaint, he is unable to pay accumulated energy bills and requested to waive the amount to be paid as on the last energy bill.

Complainant was absent during the hearing.

The Respondent Shri Bhabhor, Deputy Engineer, Limkheda s/dn of MGVCL contended that as per accrued energy bills, complainant has to pay full amount.

The Forum Members present at the hearing considered contention of both the parties and perused the records and found that complainant has not paid energy bills since 2010. Last payment of Rs.900/ was done by the complainant on 19.02.2010 as a part payment and Rs.908.43 was due to pay. MGVCL has not taken any actions either to recover old dues or disconnect the power supply and hence the arrears upto Sept-Oct 2012 billed in November 2012 was accumulated to Rs.5084.39.

In view of the above discussion, the Forum is of the opinion that the pending amount of Rs.5084.39 cannot be waived off.

ORDER

The Forum directs the complainant Shri Parvatsinh Vajabhai Ravat At & Post : Kundha, Tal: Limkheda, Dahod, to pay energy bills pending with him. MGVCL may give the benefit of instalments to the complainant. It is also directed that MGVCL should recover regularly the energy bills as per rules so that consumer may not be compelled to pay accumulated huge amount.

(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>